

2000
EDITION

*The State Health
Insurance Assistance
Program (SHIP)*



PROFILES OF THE 53 SHIP GRANTEEES

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DEPARTMENT OF HEALTH AND HUMAN SERVICES
HEALTH CARE FINANCING ADMINISTRATION

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HCFA REFERENCE
MATERIAL

DO NOT REMOVE

ATTACHMENT 1: 1999 SHIP GRANT TERMS AND CONDITIONS

Reporting:

1. The State must semi-annually submit a report to the HCFA grants office that includes information contained on the National Reporting Form (NPR). These reports will be filled out according to instructions and contain all the data requested on the form unless special arrangements are agreed to by the project officer or designee. The reporting periods for the bi-annual reports are September 28-March 31, and April 1-September 27. A one time semi-annual report for the period September 28, 2000 through March 15, 2001 will also be required for this grant period. Semi-annual reports are due sixty days after the conclusion of the reporting period. The HCFA Project Officer, or designee, will be available to the State awardee for technical consultation on completing the semi-annual reports. The original report will be sent to Marian Webb in HCFA's Acquisitions and Grants Group; copies will be sent to the Project Officer, the HCFA Regional Office, and the SHIP Resource Center.
2. The State shall submit (1) a letter of acceptance in which the State agrees to these terms and conditions of the grant, and (2) a revised budget to reflect the award amount within 30 days of the date of the award letter.
3. The State shall submit a Financial Status Report (SF - 269A) to the HCFA Grants Officer and a copy to the HCFA Project Officer on a semi-annual basis. The reporting periods for these bi-annual reports are October 1-March 31, and April 1-September 30. A one time semi-annual report for the period September 29, 2000 through March 15, 2001 will also be required for this period. Bi-annual reports are due thirty days after the conclusion of the reporting period. The original report will be sent to Marian Webb in HCFA's Acquisitions and Grants Group; copies will be sent to the Project Officer.
4. State awardees will send to the Project Officer copies of all publications, in-take forms, training materials, and unsigned samples of forms used or signed by counselors.
5. At any phase of the project, including at the project's conclusion, the awardee, if so requested by the project officer, must deliver to HCFA any materials, systems, or other items developed, refined or enhanced in the course of or under the award. The awardee agrees that HCFA shall have royalty-free, nonexclusive and irrevocable rights to reproduce, publish or otherwise use and authorize others to use the items for Federal Government purposes.

Communication:

6. The State shall communicate with its HCFA regional office on SHIP activities, including training and education of SHIP staff and volunteers, promotion of the SHIP programs, and program application of SHIP grant funds. SHIP programs are expected to participate in

HCFA public education initiatives, partner with other HCFA-supported entities, and support Regional Office outreach efforts.

7. The State awardee is required to attend the annual SHIP national conference. The awardee shall make a good faith effort to attend conferences or alternative events sponsored by its HCFA Regional Office. Awardees will participate in other Regional Office activities (e.g. teleconferences, in-state meetings).
8. The State shall use a portion of its grant award to establish the capability to send and receive electronic mail(e-mail) through the Internet. The awardee shall be expected to send and receive information through E-mail, and download information from the Internet whenever requested by the Project Officer or designee.
9. State SHIP project directors, or their designees, will attend all HCFA teleconferences provided that Project Office or designee provides notice of the teleconference at least three weeks prior to the teleconference.
10. State awardees will provide the Project Officer with a calendar of major events that will be updated on a monthly basis. A major event is defined as a particular event that is at least one of the following: (I) expected to be attended by more Medicare beneficiaries than any other SHIP-related event each month, (II) utilizes a unique forum for conveying information (e.g. cable television, radio reading services), (III) is co-sponsored by a statewide coalition of HCFA partners, (IV) is intended to reach the beneficiaries across the state or throughout a major metropolitan area. States are expected to accommodate this condition of the grant either by directly inputting information about major events into the Medicare Beneficiary Outreach calendar or by other mechanisms offered by HCFA. The Project Officer, or designee, will be available to assist the State awardees in using this electronic calendar.

Administrative:

11. HCFA may suspend or terminate any grant in whole, or in part, at any time before the date of expiration, whenever it determines that the awardee has materially failed to comply with the terms of the grant. HCFA will promptly notify the awardee in writing of the determination and the reasons for the suspension or termination, together with effective date.
12. The Project Officer does not have the authority to and may not issue any technical direction which: (I) constitutes an assignment of additional work outside the general scope of the grant, or (II) in any manner causes an increase or decrease in the total estimated cost.
13. The awardee shall assume responsibility for the accuracy and completeness of the information contained in all technical documents and reports submitted. The HCFA

project officer shall not direct the interpretation of the data used in preparing these documents and reports.

14. The funds under this grant cannot be used to support any legal action taken against the federal government.
15. All awardee materials funded either solely or in part by the Federal grant must include an acknowledgment that materials are funded solely or in part through a grant from the Health Care Financing Administration.
16. The State shall closely monitor contractor activities and contractor use of SHIP grant funds. The State shall also provide HCFA with a description of the contractor's activity and budget.
17. The State shall inform the project officer of all address changes and changes in phone number (including State toll free lines) immediately upon learning of the change.

Beneficiary Protections:

18. The awardee shall update the plan originally submitted in the first grant year (9/28/92-9/27/93) describing steps undertaken by the awardee to protect the confidentiality of all project-related information that identifies individuals. The plan must specify that such information is confidential, that it may not be disclosed directly or indirectly except for purposes directly connected with the conduct of the project, and that informed written consent of the individual must be obtained for any disclosure. This plan shall be sent to the Project Officer within 90 days of grant award.

Personnel:

19. The State's SHIP project director, as designated by the HCFA project officer, is considered to be key personnel and essential to the work being performed on SHIP activities. Prior to altering the levels of effort of any of the key personnel among the various activities for this project, or to diverting those individuals to other projects outside of the scope of this award, the awardee shall notify the HCFA Grants Officer and the HCFA Project Officer reasonably in advance and shall submit justification (including name and resume of proposed substitution) in sufficient detail to permit evaluation of the impact on the project. No alteration or diversion of the levels of effort of the designated key personnel from the specified activities for this project shall be made by the awardee without the approval of the HCFA Project Officer.
20. State awardees will notify the Project Officer of changes in key personnel no later than one week after this change has occurred. Awardees will also notify the appropriate HCFA Regional Office and SHIP Resource Center prior to changes in key personnel.

Supplemental Medicare+Choice Grant:

21. The State shall use the Supplemental Medicare+Choice grant funds to expand and/or enhance its capability to receive and respond to telephone inquiries by or on behalf of beneficiaries regarding Medicare+Choice program matters. This may include creation of a SHIP dedicated toll-free line and/or increased telephone coverage.
22. The State shall use the Supplemental Medicare+Choice grant funds to enhance its volunteer recruitment and its ability to train, support and retain volunteer. Use of the funds for additional staff for this purpose is appropriate.
23. The State shall use the Supplemental Medicare+Choice grant funds to enhance its ability to access the most current plan comparison information and Medicare+Choice program material and disseminate that information to beneficiaries and those acting on their behalf. Essential in this regard is Internet access and download capability at the local sponsor level.
24. The State shall use the Supplemental Medicare+Choice grant funds to expand its outreach capabilities and/or to pilot innovative outreach initiatives that focus on the Medicare+Choice program. Special effort should be made to reach vulnerable and underserved populations.

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Foreword

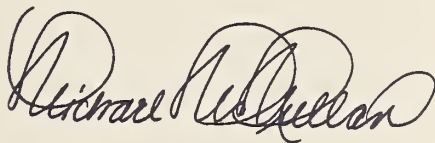
Though only eight years old, the State Health Insurance Assistance Program, or SHIP, has matured into a significant national program that offers one-on-one counseling and assistance to people with Medicare and their families on a wide array of important topics, including:

- ◆ Health plan and supplemental insurance selection,
- ◆ Claims and billing problem resolution,
- ◆ Long-term care insurance and costs,
- ◆ Public benefits programs for those with limited income and assets.

With the creation of the Medicare+Choice program and the increasing complexities of private insurance options for retirees, SHIP services are in ever-greater demand.

Nationally, the SHIP network consists of 53 state grantees (all 50 states plus Washington, D.C., Puerto Rico, and the Virgin Islands) supported by the Health Care Financing Administration, the Federal agency that administers the Medicare Program. These grantees, in turn, have developed a service delivery network of nearly 1,000 community-level sponsoring organizations, and over 12,000 counselors—most of whom are volunteers. This network serves over 2 million people a year with about 1.2 million of those served through one-on-one, in-person and over the telephone counseling sessions, and approximately 800,000 served through SHIP presentations and public education programs. In addition, SHIPs help beneficiaries through approximately 20,000 outreach events and media activities conducted annually.

Although they are known by different names in different States—SHIP, SHINE, SHIBA, HICAP, etc., *The SHIP Profiles Book*, provides information on this valuable nationwide resource to people with Medicare and public servants who assist them. This book provides a better understanding of the SHIPs and will serve as a useful reference.



Michael McMullan
Acting Director
Center for Beneficiary Services
Health Care Financing Administration



CMS Library
C2-07-13
7500 Security Blvd.
Baltimore, MD 21244

Introduction

The *State Health Insurance Assistance Program (SHIP): Profiles of the 53 SHIP Grantees* was produced by the Health Care Financing Administration (HCFA) as a referral guide. This guide provides basic information about SHIPs and can be used when referring people with Medicare and others to SHIPs for help with their questions about Medicare and other health insurance. As Medicare becomes more complex and health plan options increase, these counseling programs can provide invaluable information to people with Medicare and their families when important health insurance decisions must be made.

For ease of use, each profile in this guide is organized into two sections. The first section provides general information about each state program, including its specific program name. The second section offers a quick reference list of the local organizations offering SHIP services, their locations, and how to contact them.

At the time of printing, information contained in this guide was correct. Names and telephone numbers sometimes change. To get the most updated information to contact a SHIP, call 1-800-633-4227 (TTY/TDD: 1-877-486-2048 for the hearing and speech impaired) or go to the Internet at www.medicare.gov and click on "Important Contacts."

Overview of the State Health Insurance Assistance Program (SHIP)

What is SHIP?

The State Health Insurance Assistance Program, or SHIP, is a national program that offers one-on-one counseling and assistance to people with Medicare and their families. Through grants directed to states, SHIPs provide free counseling and assistance via telephone and face-to-face interactive sessions, public education presentations and programs, and media activities.

How did the SHIPs start?

SHIP (formerly the Information, Counseling and Assistance (ICA) Grants Program) was created under Section 4360 of the Omnibus Budget Reconciliation Act (OBRA) of 1990 (Public Law 101-508). This Act authorizes the Health Care Financing Administration (HCFA), the Federal Medicare agency, to make grants to states for health insurance advisory services programs for people with Medicare. Currently, there are SHIPs in all 50 states plus Washington, D.C., Puerto Rico and the Virgin Islands.

How are the SHIPs funded?

SHIPs are funded through annual grants from HCFA. Currently, Federal funding is approximately \$17 million annualized spread across the 53 programs. Many states and local communities contribute additional funding and in-kind services in support of the programs.

Grant funding is available for SHIPs to plan and operate a variety of information, counseling, and assistance activities. States have wide latitude in providing SHIP services. However, programs must offer services to all eligible persons requesting assistance, develop an intra-state agency referral system, and communicate timely and accurate health care information.

What kinds of help do SHIPs provide?

The SHIPs were originally established to address the confusion caused by the increase in choices of Medicare supplemental insurance, or Medigap. Since the program's inception, however, the role of the SHIPs in serving people with Medicare has greatly expanded. Today, trained counselors offer information, counseling and assistance to Medicare beneficiaries on a wide range of Medicare and Medicaid, and Medigap matters, including, Medicare+Choice health plan options, long-term care insurance, claims and billing problem resolution, information and referral on public benefit programs for those with limited income and assets, and other health insurance benefit information. In addition, SHIPs also support efforts to inform Medicare beneficiaries about fraud and abuse.

Who are the SHIP counselors?

SHIPs are principally made up of a network of volunteers supported by local sponsoring organizations. Paid staff manage these local programs and serve as SHIP counselors. Under the direction and support of state program directors and trainers, SHIP counselors receive extensive training and continuous ongoing information updates about Medicare and other health insurance topics.

Currently the SHIP network nationwide includes close to 1,000 sponsoring organizations supporting over 12,000 counselors (mostly volunteers) and staff. Last year alone, the SHIPs served in excess of 2 million Medicare beneficiaries, with about 1.2 million of those served through one-on-one, in-person and over the telephone counseling sessions and approximately 800,000 served through SHIP presentations and public education programs. In addition, SHIPs help beneficiaries through approximately 20,000 outreach events and media activities conducted annually.

How can a SHIP counselor be contacted?

State and local SHIP organization and phone numbers are listed in this guide. In addition, you can be referred to your State's SHIP by contacting 1-800-Medicare and asking for health insurance counseling.

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ALABAMA

PROGRAM NAME	Insurance Information Counseling & Assistance Program (SHIP)
SHIP WEBSITE	www.agencies.state.al.us/coa
BENEFICIARY CONTACT	Toll-Free (877) 425-2243 Toll n/a
ADMINISTRATIVE AGENCY	Melissa Mauser Galvin Department of Senior Services Executive Director 770 Washington Avenue, Suite 470 Montgomery, AL 36130-1851
PROGRAM COORDINATOR	Judy Meeks 770 Washington Avenue, Suite 470 Montgomery, AL 36130-1851 Phone (334) 242-5743 Fax (334) 242-5594 E-mail jmeeks@coa.state.al.us

PROGRAM SUMMARY	Alabama's State Health Insurance Assistance Program (SHIP) has existed since the inception of the SHIP federal grant program and is directed by Alabama's Commission on Aging (ACOA). SHIP staff at the ACOA include a part-time Project Manager, a part-time public education coordinator, and a part-time long term care specialist. SHIP assists beneficiaries through a dedicated toll-free line that directs calls to the appropriate local Area Agency on Aging. Thirteen local points of service are managed by Area Agencies on Aging (AAA). The SHIP is initiating activities to increase services in "hard to reach" areas focusing on the rural elderly and low-income minorities. A new partnership with Historically Black Colleges and Universities targets underserved populations.
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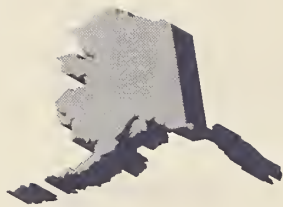
ADDITIONAL DATA	Volunteer Counselors: 64 State Staff (Paid) PT/FT: 2 Part Time Total Counties: 67 Number of Counties Served: 67 Number of local sponsoring organizations: 13
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ALABAMA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Bullock, Butler, Crenshaw, Lowndes, Macon, Pike Counties	South Central AL Development Commission	5900 Carmichael Place Montgomery, AL 36117	(334) 244-6903
Lee, Russell Counties	Lee-Russell Council of Governments	2207 Gateway Drive Birmingham, AL 35205	(334) 749-5264
Dekalb, Jackson, Limestone, Madison, Marshall Counties	Top of AL Regional Council of Governments	115A Washington St. SE Huntsville, AL 35801	(256) 533-3330
Cullman, Lawrence, Morgan Counties	North Central Alabama RC of Governments	216 Jackson Street Decatur, AL 35602	(256) 355-4515
Autauga, Elmore, Montgomery Counties	Central Alabama Aging Consortium	818 South Perry Street Montgomery, AL 36104	(334) 240-4666
Baldwin, Escambia, Mobile Counties	South Alabama Regional Planning Commission	651 Church Street Mobile, AL 36633	(334) 433-6541
Choctaw, Clarke, Conecuh, Dallas, Marengo, Monroe, Perry, Sumter, Washington Counties	Alabama Tombigbee Regional Commission	107 Broad Street Camden, AL 36726	(334) 682-4234
Calhoun, Chambers, Cherokee, Clay, Cleburne, Coosa, Estowah, Randolph Counties	East AL Reg Planning and Development Comm.	1130 Quintard Ave, Ste. 300 Anniston, AL 36202	(256) 237-6741

ALABAMA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Jefferson County	Office of Senior Citizens Service	2601 Highland Avenue Opelika, AL 36801	(205) 325-1416
Bibb, Fayette, Greene, Hale, Lamar, Pickens, Tuscaloosa Counties	West AL Planning and Development Council	4200 Highway 69 N., Ste. 1 Northport, AL 35476	(205) 333-2990
Colbert, Franklin, Lauderdale, Marion, Winston Counties	NW AL Council of Local Governments	103 Student Drive Muscle Shoals, AL 35662	(256) 389-0500
Barbour, Coffee, Covington, Dale, Geneva, Henry, Houston Counties	South AL Regional Council on Aging	230 North Oatee Street Dothan, AL 36302	(334) 793-6843
Blount, Chilton, Shelby, St.Clair, Walker Counties	Middle Alabama Area Agency on Aging	108 W. College St., Ste. 102 Columbiana, AL 35051	(205) 669-3847



ALASKA

PROGRAM NAME	The Alaska Medicare Information (AMI)
SHIP WEBSITE	www.state.ak.us/local.akpages/ADMIN/dss/medicare.htm
BENEFICIARY CONTACT	Toll-Free (800) 478-6065 Toll (907) 269-3680
ADMINISTRATIVE AGENCY	Dwight Becker Division of Senior Services 3601 C. Street, Suite 310 Anchorage, AK 99503
PROGRAM COORDINATOR	John Dittmann 3601 C. Street, Suite 310 Anchorage, AK 99503 Phone (907) 269-3669 Fax (907) 269-3690 E-mail john_dittmann@admin.state.ak.us

PROGRAM SUMMARY	<p>The Alaska Medicare Information, is a part of the Division of Senior Services (DSS) under the State of Alaska Department of Administration. AMI works directly with local grantees to provide services via a system tailored to fit Alaska's challenging geographic terrain and unique and distinct population. Nearly half of Alaska's Medicare population lives within a hundred miles of Anchorage, the other half is scattered over 585,000 square miles of difficult terrain. Information flows from AMI in various ways: by mail, fax, phone, internet, publication in the Senior Voice, news release to radio stations (where it is translated into local native languages), printed handouts, and live presentations. A central office counseling staff in Anchorage can be accessed by a toll-free number.</p>
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ADDITIONAL DATA	Volunteer Counselors: 28 State Staff (Paid) PT/FT: 2 Full Time & 1 Part Time Total Counties: n/a Number of Counties Served: n/a (There are 25 communities in Alaska.) Number of local sponsoring organizations: 28
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ALASKA LOCAL SPONSORS

TOWN	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Anchorage	Anchorage Senior Center	1300 E. 19th Avenue Anchorage, AK 99501	(907) 258-7823
Barrow	North Slope Borough Senior, Citizens Program	P.O. Box 69 Barrow, AK 99723	(907) 852-0276
Bethel	Eddie Hoffman Senior Center	P.O. Box 388 Bethel, AK 99559	(907) 543-3988
Cordova	Older Alaskan Senior Citizens Program	Cordova Community Hospital Cordova, AK 99574	(907) 424-8194
Dillingham	Dillingham Senior Citizen Center	115 East First Dillingham, AK 99576	(907) 842-1231
Douglas	Douglas Senior Center	Box 449 Douglas, AK 99824	(907) 364-3161
Fairbank	North Star Council on Aging, Inc.	1424 Moore Fairbanks, AK 99701	(907) 452-1735
Homer	Homer Senior Citizens, Inc.	3935 Svedlund Homer, AK 99603	(907) 235-7655

ALASKA LOCAL SPONSORS

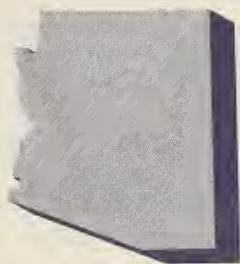
TOWN	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Juneau	Gastineau Senior Center	127 S. Franklin Juneau, AK 99801	(907) 586-2010
Juneau	Mountainview Senior Center	895 W. 12th Juneau, AK 99801	(907) 586-6231
Juneau	Kake Senior Center	P.O. Box 251 Juneau, AK 99830	(907) 785-3172
Kenai	Kenai Senior Services	361 Senior Services Kenai, AK 99611	(907) 283-4156
Ketchikan	Ketchikan Senior Center	Box 8451 Ketchikan, AK 99901	(907) 225-6578
Kodiak	Senior Citizens of Kodiak	302 Erskine Avenue Kodiak, AK 99615	(907) 486-6181
Kotzebue	Kotzebue Senior Citizens Cultural Center	Maniilaq P.O. Box 1073 Kotzebue, AK 99762	(907) 442-3590
Ninilchik	Ninilchik Senior Citizens Center, Inc.	66265 Aspen Street Ninilchik, AK 99639	(907) 567-3988

ALASKA LOCAL SPONSORS

TOWN	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Nome	Nome Community Center	P.O. Box 98 Nome, AK 99762	(907) 443-5238
North Anchorage	Older Persons Action Group, Inc. (OPAG)	325 E. 3rd Avenue, Ste. 300 Anchorage, AK 99501	(907) 276-1059
North Pole	Santa's Senior Citizens Center Assn., Inc.	101 E. 5th Street North Pole, AK 99705	(907) 488-4663
Palmer	Palmer Senior Citizen Center, Inc.	831 S. Chgach Palmer, AK 99645	(907) 745-5454
Seward	Seward Senior Citizen, Inc.	336 3rd Avenue Seward, AK 99664	(907) 224-3132
Sitka	Sitka (Swan Lake) Senior Center	402 Lake Street Sitka, AK 99835	(907) 747-8617
Soldotna	Soldotna Area Seniors, Inc.	197 W. Park Avenue Soldotna, AK 99669	(907) 262-2322
Valdez	Valdez Senior Citizens Center, Inc.	1300 E. Hanagita Valdez, AK 99686	(907) 835-5032

ALASKA LOCAL SPONSORS

TOWN	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Wasilla	Wasilla Area Seniors, Inc.	1301 Century Circle Wasilla, AK 99654	(907) 376-3104



ARIZONA

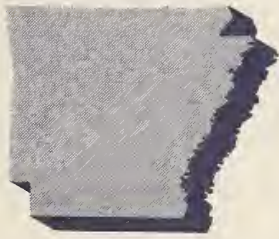
PROGRAM NAME	Arizona Medicare Information & Referral (SHIP)
SHIP WEBSITE	www.de.state.az.us
BENEFICIARY CONTACT	Toll-Free (800) 432-4040 Toll (602) 542-6595
ADMINISTRATIVE AGENCY	John L. Clayton Arizona Department of Economic Security DES Director 1717 West Jefferson, #950A Phoenix, AZ 85007
PROGRAM COORDINATOR	Martha Taylor 1789 W. Jefferson, #950A Phoenix, AZ 85007 Phone (602) 542-4446 Fax (602) 542-6575 E-mail mtaylor@mail.de.state.az.us

PROGRAM SUMMARY	Arizona's Medicare Information and Referral program is located in the Elder Rights Unit of the Aging and Adult Administration under the state's Department of Economic Security. The program provides assistance to 15 counties and 20 tribes through 8 Area Agencies on Aging (AAA). A full time program coordinator and assistant operate the toll free line and TDD line with the help of ten volunteers. The Arizona Beneficiary Coalition (ABC), a partnership with other related agencies, circulates a newsletter to 55,000 beneficiaries, providers and advocacy groups. In-home and on site counseling services as well as the addition of bilingual volunteers support the SHIP's efforts to expand outreach to the underserved including tribal, rural and minority communities.
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ADDITIONAL DATA	Volunteer Counselors: 153 State Staff (Paid) PT/FT: 2 Full Time Total Counties: 15 Number of Counties Served: 15 Number of local sponsoring organizations: 8
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ARIZONA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Maricopa County	Area Agency on Aging Region One	1366 E. Thomas Rd. Suite 108 Phoenix, AZ 85014	(602) 241-6171
Graham, Greenlee, Cochise, Santa Cruz Counties	Southeastern Arizona Government Organization	118 Arizona Street Bisbee, AZ 85603	(502) 459-8149
Pima County	Pima Council on Aging	5505 E. Broadway Blvd. #C104 Tucson, AZ 85711	(520) 790-7262
Apache, Navajo, Coconino, Yavapai Counties	Northern Arizona Council of Gov'ts	119 E. Aspen Ave. Flagstaff, AZ 86001	(520) 774-1895
Yuma, Mohave, Lapaz Countries	Western Arizona Council of Gov'ts	224 S. Thrid Ave. Yuma, AZ 85364	(520) 782-1886
Pinal-Gila Counties	Pinal Gila Council for Senior Citizens	P.O. Box 11452 Casa Grande, AZ 85230	(520) 836-2758
Other Tribal Organizations	Inter-Tribal Council	2214 N. Central, Ste. 100 Phoenix, AZ 85004	(602) 258-4822
Navajo Nation	Navajo Aging Services Department	P.O. Box 1390 Window Rock, AZ 86515	(502) 871-6868



ARKANSAS

PROGRAM NAME	Seniors Health Insurance Information Program (SHIIP)
SHIP WEBSITE	www.state.ar.us/insurance
BENEFICIARY CONTACT	Toll-Free (800) 224-6330 Toll n/a
ADMINISTRATIVE AGENCY	John Hartnedy Arkansas Insurance Department Deputy Commissioner 1200 West Third Street Little Rock, AR 72201
PROGRAM COORDINATOR	Ray Morris 1200 W. 3rd Street Little Rock, AR 72201 Phone (501) 371-2785 Fax (501) 371-2618 E-mail ray.morris@mail.state.ar.us

PROGRAM SUMMARY	Seniors Health Insurance Information Program (SHIIP) is centrally administered by the Arkansas Insurance Department. Five paid staff members oversee 8 regional volunteer coordinators around the State. While Arkansas' SHIIP program is centrally located, there are several local sponsoring sites that concentrate on rural areas. SHIIP can also be reached through its recently implemented toll-free line. Special materials and programs to meet the special needs of Arkansas' growing Spanish-speaking population are being developed.
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ADDITIONAL DATA	Volunteer Counselors: 70 State Staff (Paid) PT/FT: 3 Full Time Total Counties: 75 Number of Counties Served: 75 Number of local sponsoring organizations: 8
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ARKANSAS LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Calhoun, Columbia, Dallas, Hempstead, Howard, LaFayette, Little River, Miller, Nevada, Ouachita, Sevier, Union Counties	Area Agency on Aging of Southwest Arkansas	600 Columbia 11-E Magnolia, AR 71753	(501) 234-7410
Clark, Conway, Garland, Hot Springs, Johnson, Perry, Pike, Pope, Montgomery, Yell Counties	Area Agency on Aging of West Central Arkansas	905 West Grand Avenue Hot Springs, AR 71901	(501) 321-2811
Carelink, Faulkner, Lonoke, Monroe, Prairie, Pulaski, Saline Counties	Carelink (formerly Central AR AAA)	706 West 4th N. Little Rock, AR 72119	(501) 372-5300
Arkansas, Ashley, Bradley, Chicot, Cleveland, Desha, Drew, Grant, Jefferson, Lincoln Counties	Area Agency on Aging of Southeast Arkansas	709 East 8th Pine Bluff, AR 71611	(501) 543-6300
Clay, Craighead, Cross, Crittenden, Greene, Lawrence, Lee, Mississippi, Phillips, Poinsett, Randolph, St. Francis Counties	East Arkansas Area Agency on Aging	2005 E. Highland Fountain Square Jonesboro, AR 72403	(501) 972-5980
Cleburne, Fulton, Independence, Izard, Jackson, Sharp, Stone, Van Buren, White, Woodruff Counties	White River Area Agency on Aging	3998 Harrison Street Batesville, AR 72503	(501) 793-4431

ARKANSAS LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Baxter, Benton, Boone, Carroll, Madison, Marion, Newton, Searcy, Washington Counties	The Area Connection (formerly AAA of NW AR)	910 A-B Northvale Harrison, AR 72601	(501) 741-1144
Crawford, Franklin, Logan, Polk, Scott, Sebastion Counties	Area Agency on Aging of Western Arkansas	524 Garrison Fort Smith, AR 72902	(501) 783-4500



CALIFORNIA

PROGRAM NAME	Health Insurance Counseling & Advocacy Program (HICAP)
SHIP WEBSITE	www.aging.state.ca.us
BENEFICIARY CONTACT	Toll-Free (800) 510-2020 Toll n/a
ADMINISTRATIVE AGENCY	Lyada Terry California Department of Aging Director 1600 K. Street Sacramento, CA 95814
PROGRAM COORDINATOR	Patrick Murphy 1600 K. Street Sacramento, CA 95814 Phone (916) 323-6525 Fax (916) 327-2081 E-mail cda.pmurphy@hw1.cahwnet.gov

PROGRAM SUMMARY	The California Department of Aging (CDA) is responsible for the statewide administration of the SHIP which is delivered through the Health Insurance Counseling and Advocacy Program (HICAP). Twenty-six of California's 33 Area Agencies on Aging (AAAs) are responsible for oversight of local HICAPs. Seventeen of the AAAs contract for HICAP services; the remaining 9 provide service directly. HICAP services are available in all of California's 58 counties. HICAP services can be accessed via a toll free line or personal visits to homebound beneficiaries.
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ADDITIONAL DATA	Volunteer Counselors: 560 State Staff (Paid) PT/FT: 3 Full Time Total Counties: 58 Number of Counties Served: 58 Number of local sponsoring organizations: 25
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CALIFORNIA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Kern County	County of Kern	1415 Truxtun Ave. Bakersfield, CA 93301	(661) 861-2218
Butte, Colusa, Glenn, Plumas, Tehama Counties	California State University, Chico	First and Ivy Street, Bldg. D Chico, CA 95929	(530) 898-5961
Contra Costa County	Contra Costa County Office on Aging	2530 Arnold Dr., Ste. 300 Martinez, CA 94553	(925) 313-1700
Humboldt, Del Norte Counties	Humboldt Senior Resource Center	1910 California Street Eureka, CA 95501	(707) 442-3263
Alameda County	Legal Assistance for Seniors, Inc.	614 Grand Avenue Oakland, CA 94610	(510) 832-3040
Kings, Tulare Counties	Kings/ Tulare Area Agency on Aging	1920 West Princeton, Ste. A-B Visalia, CA 93277	(559) 737-4682
Los Angeles County	Center for Health Care Right	520 S. Lafayette Park Pl. Suite 214 Los Angeles, CA 90057	(213) 383-4519
Merced County	Merced County Area Agency on Aging	851 West 23rd Street Merced, CA 95340	(209) 385-7550

CALIFORNIA LOCAL SPONSORS

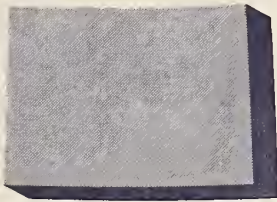
SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Monterey County	Alliance on Aging	1188 Padre Dr., Ste. 202 D Salinas, CA 93901	(831) 647-7899
Monterey County	Legal Services for Seniors	413 Forest Avenue Pacific Gove, CA 93950	(831) 372-3989
Orange County	Orange County Council on Aging	1917 E. 4th St., Ste. 200 Santa Ana, CA 92705	(714) 479-0107
Riverside, Inyo, Mono, San Bernardino Counties	Inland Agency	6235 River Crest Dr., Ste. P Riverside, CA 92507	(909) 697-6584
Sacramento, El Dorado, Nevada, San Joaquin, Placer, Sierra, Suttet, Yolo, Yuba Counties	Legal Center for the Elderly and Disabled	2862 Arden Way, Ste. 200 Sacramento, CA 95826	(916) 488-5298
San Diego, Imperial Counties	PRO TECH HICAP	8775 Aero Dr., Ste. 238 San Diego, CA 92123	(619) 565-1392
San Francisco County	Legal Assistance to the Elderly	1453 Mission St., Ste. 500 San Francisco, CA 94103	(415) 861-4444
San Mateo County	Self Help for the Elderly	50 East 5th Avenue San Mateo, CA 94401	(650) 348-6927

CALIFORNIA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Fresno, Madera Counties	Valley Caregiver Resource Center	5424 North Palm Ave., Ste. 10 Fresno, CA 93704	(559) 488-3821
Stanislaus County	The Salvation Army-A California Corporation	625 I Street Modesto, CA 95353	(209) 577-4068
Ventura County	HICAP/Area Agency on Aging	77 North California Street Ventura, CA 93001	(805) 641-4420
Calaveras, Alpine, Amador, Mariposa, Tuolumne Counties	Human Resources Council	956 Mountain Ranch Rd. San Andreas, CA 95249	(209) 754-3114
Santa Barbara, San Luis Obispo Counties	Central Coast Commission for Senior Citizens	208 W. Main St., Ste. B San Mateo, CA 93454	(805) 928-5663
Santa Clara County	Council on Aging of Santa Clara County, Inc.	2115 The Alameda San Jose, CA 95126	(408) 296-8290
Santa Cruz, San Benito Counties	Senior Network Services	1777 A Capitola Road Santa Cruz, CA 95062	(831) 462-1433
Shasta, Lassen, Modoc, Siskiyou, Trinity Counties	Senior Legal Center	1647 Hartnell Ave., Ste. 6 Redding, CA 96002	(530) 223-6979

CALIFORNIA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Lake, Marin, Mendocino, Sonoma, Napa, Solano Counties	North Bay Health Resources Center	55 Maria Dr., Ste. 837 Petaluma, CA 94952	(707) 762-4591



COLORADO

PROGRAM NAME	Senior Health Insurance Assistance Program (SHIP)
SHIP WEBSITE	www.dora.state.co.us/insurance
BENEFICIARY CONTACT	Toll-Free (888) 696-7213 Toll (303) 894-7553/Metro Denver (303) 899-5151
ADMINISTRATIVE AGENCY	William J. Kirven State of Colorado Commissioner of Insurance 1560 Broadway, Suite 850 Denver, CO 80202
PROGRAM COORDINATOR	Bob Pierce 1560 Broadway, Suite 850 Denver, CO 80202 Phone (303) 894-7552 Fax (303) 894-7455 E-mail robert.pierce@dora.state.co.us

PROGRAM SUMMARY	Colorado's SHIP program falls under the Colorado Division of Insurance (DOI). The DOI provides phone counseling, maintains a Medicare supplement price comparison database, and operates a website with information for Medicare consumers. Colorado's SHIP partners with Centura Health Insurance Counseling for Seniors (CHICS) to operate the 1-800 SHIP counseling line and develop consumer publications. Colorado SHIP also provides small grant awards to regional organizations (usually AAAs or retired and senior volunteer programs) around the State, covering all but 7 rural counties.
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ADDITIONAL DATA	Volunteer Counselors: 85 State Staff (Paid) PT/FT: 1.7 Full Time Total Counties: 63 Number of Counties Served: 56 Number of local sponsoring organizations: 16
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COLORADO LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Eagle, Grand, Jackson, Pitkin, Summit Counties	Alpine Area Agency on Aging	249 Warren Ave. Silverthorne, CO 80498	(970) 468-0295
Logan, Morgan Phillips, Sedgwick, Washington, Yuma Counties	Northeastern Colorado Association of Local Gov.	231 Main Street Fort Morgan, CO 80701	(970) 867-9409
Garfield, Mesa, Moffat, Rio Blanco, Routt Counties	Northwest Colorado Area Agency on Aging	231 Main Street Fort Morgan, CO 80701	(970) 248-2717
Weld County	Weld County Retired and Senior Volunteer Program	UNC Central Campus Greeley, CO 80639	(970) 351-2588
Baca, Bent, Crowley, Kiowa, Otero, Prowers Counties	Lower Arkansas Valley Area Agency on Aging	122 San Juan La Junta, CO 81050	(719) 383-3166
Larimer County	Poudre Valley Hospital Senior Services	1024 Lamay Ave. Fort Collins, CO 80524	(970) 495-8560
Huerfano, Las Animas, Pueblo Counties	Parkview Episcopal Medical Center	400 W. Sixteenth Street Pueblo, CO 81003	(719) 584-4395
Chafee, Custer, Fremont, Lake Counties	Upper Arkansas Area Agency on Aging	P.O. Box 510 Canon City, CO 81215	(719) 539-3341

COLORADO LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Jefferson County	Seniors Resource Center	3227 Chase Street Wheat Ridge, CO 80034	(303) 235-6941
Statewide	Centura Health Insurance Counseling for Seniors	1601 Lowell Blvd. Denver, CO 80204	(303) 899-5151
Boulder County	Retired and Senior Volunteer Program of Boulder	6032 Valmont Boulder, CO 80301	(303) 443-1933
El Paso, Park, Teller Counties	Senior Insurance Assistance	1444 N. Hancock Colorado Springs, CO 80903	(719) 635-4891
Delta, Gunnison, Montrose, San Miguel Counties	Columbine Senior Services	247 Meeker Street Delta, CO 81416	(970) 249-9639
Archuleta, LaPlata, Montezuma, San Juan Counties	Mercy Home and Hospice, Well Elder Programs	3801 N. Main Ave. Durango, CO 81301	(970) 382-2025
Cheyenne, Elbert, Kit Carson, Lincoln Counties	East Central Council of Governments	128 Colorado Ave. Stratton, CO 80836	(719) 348-5562



CONNECTICUT

PROGRAM NAME

Connecticut Program for Health Insurance Assistance, Outreach,
Information & Referral, Counseling and Elig. Screening (CHOICES)

SHIP WEBSITE

www.ctagingnetwork.org

BENEFICIARY CONTACT

Toll-Free (800) 994-9422

Toll (860) 424-5245

ADMINISTRATIVE AGENCY

Patricia Wilson-Coker
Connecticut Department of Social Services
Commissioner
25 Sigourney Street
Hartford, CT 06106

PROGRAM COORDINATOR

Margaret Gerundo-Murkette
25 Sigourney Street, 10th Floor
Hartford, CT 06106
Phone (860) 424-5322
Fax (860) 424-4966
E-mail margaret.gerundo-murkette@po.state.ct.us

PROGRAM SUMMARY

Connecticut's SHIP program is under the direction of the Elderly Services Division of the Department of Social Services (DSS), which is partnered with its Area Agencies on Aging (AAA), the Center for Medicare Advocacy, Inc. (CMA) and other network organizations. CHOICES operates through Connecticut's 5 regional AAAs that utilize a network of senior centers, municipal agents, and social services organizations statewide. CMA, a national non-profit organization, provides legal and educational assistance to program staff and volunteers, network organizations, and beneficiaries and conducts extensive outreach through a State-funded contract with the DSS. Volunteer and paid staff operate a statewide toll-free number and provide educational outreach and support to statewide organizations.

ADDITIONAL DATA

Volunteer Counselors: 278
State Staff (Paid) PT/FT: 1.5 Full Time
Total Counties: 67
Number of Counties Served: 67
Number of local sponsoring organizations: 5

CONNECTICUT LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Bridgeport, Darien, Easton, Fairfield, Greenwich, Monroe, New Canaan, Norwalk, Stamford, Stratford, Trumbull, Weston, Westport, Wilton Counties	Southwestern CT Agency on Aging	10 Middle Street Bridgeport, CT 06604	(203) 333-9288
Andover, Avon, Berlin, Bloomfield, Bolton, Bristol, Burlington, Canton, East Granby, East Hartford, East Windsor, Ellington, Enfield, Farmington, Glastonbury, Granby, Hartford, Hartland, Hebron, Manchester, Marlborough, New Britain, Newington, Plainville, Plymouth, Rocky Hill, Simsbury, Somers, South Windsor, Southington, Stafford, Suffield, Tolland, Vernon, West Hartford, Wethersfield, Windsor, Windsor Locks Counties	North Central CT Agency on Aging	2 Hartford Square W. Suite 101 Hartford, CT 06105	(860) 724-6443

CONNECTICUT LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Barkamsted, Beacon, Falls, Bethel, Bethlehem, Bridgewater, Brookfield, Canaan Cheshire, Colebrook, Cornwall, Danbury, Goshen, Harwinton, Kent, Litchfield, Middlebury, Morris, Naugatuck, New Fairfield, New Hartford, New Milford, Newtown, Norfolk, North Canaan, Prospect, Redding, Ridgefield, Roxbury, Salisbury, Sharon, Sherman, Southbury, Thomaston, Torrington, Warren, Washington, Waterbury, Watertown, Winchester, Wolcott, Woodbury Counties	Western CT Area Agency on Aging	255 Bank St., 2nd Fl. Waterbury, CT 06702	(203) 757-5449
Ansonia, Bethany, Branford, Derby, East Haven, Guilford, Hamden, Madison, Meriden, Milford, New Haven, North Branford, North Haven, Orange, Oxford, Seymour, Shelton, Wallingford, West Haven, Woodbridge Counties	South Central CT Agency on Aging	201 Noble Street West Haven, CT 06516	(203) 933-5431

CONNECTICUT LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
ESTUARY: Chester, Clinton, Deep River, Essex, Killingworth, Lyme, Old Lyme, Old Saybrook and Westbrook;	Eastern CT Area Agency on Aging	47 Town Street Norwich, CT 06360	(860) 887-3561
MIDSTATE: Cromwell, Durham, East Haddam, East Hampton, Haddam, Middlefield, Middletown and Portland;			
NORTHEAST: Brooklyn, Canterbury, Eastford, Killingly, Plainfield, Pomfret, Putnam, Sterling, Thompson, Union, and Woodstock;			
SOUTHEAST: Bozrah, Colchester, East Lyme, Franklin, Griswold, Groton, Ledyard, Lisbon, Montville, New London, North Stonington, Norwich, Preston, Salem, Sprague, Voluntown, and Waterford;			
WINDHAM: Ashford, Chaplin, Columbia, Coventry, Hampton, Lebanon, Mansfield, Scotland, Willington, and Windham Counties			



DELAWARE

PROGRAM NAME	ELDERinfo
SHIP WEBSITE	www.state.de.us
BENEFICIARY CONTACT	Toll-Free (800) 336-9500 Toll (302) 739-6266
ADMINISTRATIVE AGENCY	Eleanor L. Cain Department of Health and Social Services Secretary 1901 N. Dupont Highway New Castle, DE 19720
PROGRAM DIRECTOR	Donna Donhauser 841 Silver Lake Blvd. Dover, DE 19904 Phone (302) 739-6266 Fax (302) 739-5280 E-mail ddonha@deins.state.de.us

PROGRAM SUMMARY	ELDERinfo is administered by the Division of Services for Aging and Adults with Physical Disabilities (DSAAPD) which contracts with the Insurance Department to operate a statewide toll free line and provide counseling. ELDERinfo mails insurance information to Delawareans as they reach 65. In an effort to reach underserved populations, partnerships have been formed with the Coalition of Black Churches, the Latin American Community Center, the Federation for the Blind, and CareVan (a mobile information and assistance program).
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ADDITIONAL DATA	Volunteer Counselors: 42 State Staff (Paid) PT/FT: 1 Full Time & 1 Part Time Total Counties: 3 Number of Counties Served: 3 Number of local sponsoring organizations: 42
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DELAWARE COUNSELING SITES

SERVICE AREA	PROGRAM SITE	ADDRESS	PHONE NUMBER
Kent County	Williams State Service Center	805 River Road Dover, DE 19901	(302) 739-5301
Kent County	Harrington Senior Center	102 Fleming Street Harrington, DE 19952	(302) 398-4224
Kent County	Milford Senior Center	111 Park Avenue Milford, DE 19963	(302) 422-3385
Kent County	Modern Maturity Center	1121 Forrest Avenue Dover, DE 19904	(302) 734-1200
Kent County	Social Security Office-Kent	300 New Street Dover, DE 19904	(302) 674-3141
Kent County	Frederica Adult Center	201 S. Market Street Frederica, DE 19946	(302) 335-4555
Kent County	Smyrna Library	107 S. Main Street Smyrna, DE 19977	(302) 653-4579
New Castle County	Luther Towers 1 & 2	1201 N. Harrison Street Wilmington, DE 19806	(302) 652-8797

DELAWARE COUNSELING SITES

SERVICE AREA	PROGRAM SITE	ADDRESS	PHONE NUMBER
New Castle County	HCR Manor Care	700 Foulk Road Wilmington, DE 19803	(302) 764-0181
New Castle County	HCR Manor Care	5651 Limestone Road Wilmington, DE 19808	(302) 239-8583
New Castle County	Leading Nursing & Rehab 1	700 Foulk Road Wilmington, DE 19808	(302) 764-9022
New Castle County	Kirkwood Highway Library	6000 Kirkwood Hwy Wilmington, DE 19808	(302) 995-7663
New Castle County	Latin American Community Center	403 N. Van Buren Street Wilmington, DE 19805	(302) 655-7338
New Castle County	Brandywine Senior	3301 Green Street Claymont, DE 19703	(302) 798-5562
New Castle County	Concord Library	3406 Concord Pike Wilmington, DE 19803	(302) 478-7961
New Castle County	Mid-County Senior Center	1st Regiment Road Wilmington, DE 19808	(302) 995-6728

DELAWARE COUNSELING SITES

SERVICE AREA	PROGRAM SITE	ADDRESS	PHONE NUMBER
New Castle County	CareVan of Ingleside	1010 North Broom Street Wilmington, DE 19806	(303) 888-2273
New Castle County	Sellers Senior Center	500 Duncan Road Wilmington, DE 19809	(302) 762-2050
New Castle County	Hudson State Service Center	501 Ogletown Road Newark, DE 19711	(302) 368-6700
New Castle County	Henrietta Johnson Health Center	601 New Castle Avenue Wilmington, DE 19720	(302) 655-6190
New Castle County	Delaware State Service Center	500 Rogers Road New Castle, DE 19720	(302) 577-2970
New Castle County	Delaware City Library	407 Clinton Street Delaware City, DE 19706	(302) 834-4148
New Castle County	Absalom Jones Senior Community Center	310 Kiamensi Road Wilmington, DE 19804	(302) 998-0363
New Castle County	Nemours Health Clinic	1801 Rockland Road Wilmington, DE 19803	(302) 651-4404

DELAWARE COUNSELING SITES

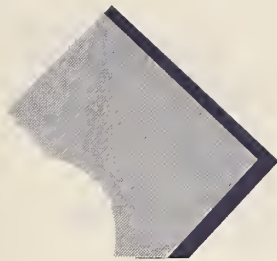
SERVICE AREA	PROGRAM SITE	ADDRESS	PHONE NUMBER
New Castle County	Riverside Hospital	700 Lea Boulevard Wilmington, DE 19802	(302) 764-6120
New Castle County	Claymore Senior Center	504 S. Clayton Street Wilmington, DE 19805	(302) 428-3170
New Castle County	Social Security Office	92 Read's Way, Ste. 200 New Castle, DE 19720	(302) 323-9273
New Castle County	St. Anthony's Senior Center	1703 W 10th Street Wilmington, DE 19805	(302) 421-3735
New Castle County	West Center City Adult Center	501 N. Madison Street Wilmington, DE 19801	(302) 658-5332
New Castle County	Weston Senior Center	1 Bassett Avenue New, Castle, DE 19720	(302) 328-6094
New Castle County	MOT Senior Center	300 S. Scott Street Middletown, DE 19709	(302) 378-4758
New Castle County	Newark Senior Center	200 White Chapel Dr. Newark, DE 19713	(302) 737-2336

DELAWARE COUNSELING SITES

SERVICE AREA	PROGRAM SITE	ADDRESS	PHONE NUMBER
New Castle County	Luther Towers II	1420 N. Franklin Street Wilmington, DE 19806	(302) 654-4490
Sussex County	Bridgeville Senior Center	414 Market Street Bridgeville, DE 19933	(302) 337-8771
Sussex County	Slaughter Neck Cheer Center	RD 1 Box 293 Lincoln, DE 19960	(302) 684-4819
Sussex County	Roxana Cheer Center	RD 2 Box 281-1 Frankford, DE 19945	(302) 732-3662
Sussex County	Nanticoke Senior Center	310 Virginia Ave Seaford, DE 19973	(302) 629-4939
Sussex County	Lewes Senior Center	310 A Nassau Park Road Lewes, DE 19958	(302) 645-9293
Sussex County	Laurel Senior Center	113 N. Central Avenue Laurel, DE 19956	(302) 875-2536
Sussex County	Cape Henlopen Senior Center	11 Christain Street Rehoboth Beach, DE 19971	(302) 227-2055

DELAWARE COUNSELING SITES

SERVICE AREA	PROGRAM SITE	ADDRESS	PHONE NUMBER
Sussex County	Nanticoke Indian Elder Center	RD 4 Box 107A Rt 24 Millsboro, DE 19966	(302) 945-7404
Sussex County	First State Community Action Agency	308 N. Railroad Avenue Georgetown, DE 19947	(302) 856-7761



DISTRICT OF COLUMBIA

PROGRAM NAME	Health Insurance Counseling Project (HICAP)
SHIP WEBSITE	www.di.washington.dc.us/aging/aghome.htm
BENEFICIARY CONTACT	Toll-Free n/a Toll (202) 739-0668
ADMINISTRATIVE AGENCY	E. Veronica Pace District of Columbia Office on Aging Executive Director 441-4th Street, NW, Suite 900 South Washington, DC 20052
PROGRAM COORDINATOR	Penelope Lantz 2136 Pennsylvania Ave., NW Washington, DC 20052 Phone (202) 676-3900 Fax (202) 293-4043 E-mail plantz@clinic.nlc.gwu.edu

PROGRAM SUMMARY	The D.C. Office on Aging contracts with the George Washington University Law School to provide services through the Health Insurance Counseling Project (HICP). HICP is one of several programs administered by the Law School Legal Clinics. Its unique setting complements the service to clients by offering legal support from lawyers, paralegals and law students. HICP provides additional help to beneficiaries in difficult financial situations through the Medical Bill Project and the Indigent Prescription Program.
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ADDITIONAL DATA	Volunteer Counselors: 14 State Staff (Paid) PT/FT: 3 Full Time Total Counties: 8 Number of Counties Served: 8 Number of local sponsoring organizations: 1
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DISTRICT OF COLUMBIA LOCAL SPONSOR

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Washington D.C.	University Law School	2136 Pennsylvania Ave. N.W. (202) 739-0668 Washington, DC 20052	



FLORIDA

PROGRAM NAME	Serving Health Insurance Needs of Elders (SHINE)
SHIP WEBSITE	www.state.fl.us/doea/doea.html
BENEFICIARY CONTACT	Toll-Free (800) 963-5337 Toll (850) 414-2060
ADMINISTRATIVE AGENCY	Gema G. Hernandez Florida Department of Elder Affairs Secretary 4040 Esplanade Way Tallahassee, FL 32399-7000
PROGRAM COORDINATOR	Tom Reimers 4040 Esplanade Way, #280 S. Tallahassee, FL 32399-7000 Phone (850) 414-2115 Fax (850) 414-2002 E-mail reimerst@elderaffairs.org

PROGRAM SUMMARY	Florida's Department of Elder Affairs provides administrative and management support for the SHIP program. The Area Agencies on Aging serve as partners with the Area Volunteer Coordinators in developing and overseeing the program and arranging for training for SHINE volunteers. The Elder Helpline toll-free number provides access to counseling state wide. SHINE is translating outreach and training materials in Spanish and has projects designed to reach Florida's diverse populations, such as a van sweep in counties identified as lacking in health care providers and falling in the low literacy category, a church outreach targeting the non-English speaking population, and a media blitz in both Spanish and English.
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ADDITIONAL DATA	Volunteer Counselors: 600 State Staff (Paid) PT/FT: 6 Full Time & 4 Part Time Total Counties: 67 Number of Counties Served: 67 Number of local sponsoring organizations: 11
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FLORIDA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Escambia, Okaloosa, Santa Rosa, Walton Counties	N. W. FL Area Agency on Aging, Inc.	6500-B Pensacola Blvd. Pensacola, FL 32505	(850) 484-5150
Bay, Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla, Washington Counties	Area Agency on Aging for North FL, Inc.	2639 N. Monroe St. Suite 145 B Tallahassee, FL 32303	(850) 488-0055
Alachua, Bradford, Citrus, Columbia, Dixie, Gilchrist, Hamilton, Hernando, Lafayette, Lake, Levy, Marion, Putnam, Sumter, Suwannee Counties	Mid-FL Area Agency on Aging Inc.	P.O. Box 141380 Gainesville, FL 32614	(352) 378-6649
Baker, Clay, Duval, Flagler, Nassau, Union, St. Johns, Volusia Counties	N. E. FL Area Agency on Aging, Inc.	590 South Ellis Road Jacksonville, FL 32254	(904) 786-5111
Pasco, Pinellas Counties	Tampa Bay Regional Planning Council Area Agency on Aging	9455 Koger Boulevard Suite 219 St. Petersburg, FL 33702	(727) 577-5151
Hardee, Highlands, Hillsborough, Manatee, Polk Counties	W. Central FL Area Agency on Aging Inc.	5911 Breckenridge, Ste. B Tampa, FL 33610	(813) 623-2244

FLORIDA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Brevard, Orange, Osceola, Seminole Counties	Area Agency on Aging of Central FL, Inc.	988 Woodcock Rd., Ste. 200 Orlando, FL 32803	(407) 228-1800
Charlotte, Collier, DeSoto, Glades, Hendry, Lee, Sarasota Counties	Area Agency on Aging for Southwest FL, Inc.	2285 First Street Fort Myers, FL 33901	(941) 332-4233
Indian River, Martin, Okeechobee, Palm Beach, St. Lucie Counties	Area Agency on Aging of Palm Beach/ Treasure Cst.	8895 N. Military Trail Suite 201 Palm Beach Gardens, FL 33410	(561) 694-7601
Broward County	Areawide Council on Aging of Broward County, Inc.	5345 N.W. 35th Avenue Ft. Lauderdale, FL 33309	(954) 714-3456
Dade, Monroe Counties	Alliance for Aging Inc.	9500 S. Dadeland Blvd. Suite 400 Miami, FL 33156	(305) 670-6500



GEORGIA

PROGRAM NAME	Health Insurance Counseling Assistance and Referral for the Elderly (HICARE)
SHIP WEBSITE	www.dhr.state.ga.us
BENEFICIARY CONTACT	Toll-Free (800) 669-8387 Toll n/a
ADMINISTRATIVE AGENCY	Audrey Horne Georgia Department of Human Resource Commissioner 2 Peachtree St., NE, 36th Floor Atlanta, GA 30303
PROGRAM COORDINATOR	Brenda Cook 2 Peachtree St., NE, 36th Floor Atlanta, GA 30303 Phone (404) 657-5347 Fax (404) 657-5285 E-mail bmcook@dhr.state.ga.us

PROGRAM SUMMARY	HICARE is administered through the Georgia Department of Human Resources Division of Aging Services. In operation since 1992, it has 4 full time staff who oversee a contract with 11 Area Agencies on Aging (AAA) across the state. A primary entry point into the HICARE program is through a nationwide telephone hotline published in state and national Medicare and SHIP publications. Additionally, each of the 11 AAAs supplies local information numbers for people with Medicare in their areas; four AAAs provide a toll-free number that is answered locally. To reach non-English speaking residents, HICARE is working on brochures and information materials in several languages, including Spanish, Portuguese, Russian, Vietnamese and Chinese. In 1999, HICARE established a webpage through the Georgia Division of Aging Services' website.
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ADDITIONAL DATA	Volunteer Counselors: 215 State Staff (Paid) PT/FT: 3 Part Time Total Counties: 159 Number of Counties Served: 159 Number of local sponsoring organizations: 12
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GEORGIA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Banks, Dawson, Forsyth, Franklin, Habersham, Hall, Hart, Lumpkin, Rabun, Stephens, Towns, Union, White Counties	Lagacy Link, Inc.	508 Oak St., Ste. 1 Gainesville, GA 30501	(770) 538-2650
Chattahoochee, Clay, Crisp, Dooley, Harris, Macon, Marion, Muscogee, Quitman, Randolph, Schley, Stewart, Sumter, Talbot, Taylor, Webster Counties	West Central Georgia AAA	1428 Second Avenue Columbus, GA 31902	(706) 649-7468
Baker, Calhoun, Colquitt, Decatur, Dougherty, Early, Grady, Lee, Miller, Seminole, Terrell Thomas, Worth, Mitchell Counties	Southern Georgia COA	308 Flint Avenue Albany, GA 31701	(912) 432-1124
Butts, Carroll, Coweta, Heard, Lamar, Meriwether, Pike, Spalding, Troup, Upson Counties	Southern Crescent	13273 Ga. Hwy.34 East Franklin, GA 30217	(706) 675-6721
Atkinson, Bacon, Ben Hill, Berrien, Brantley, Brooks, Charlton, Clinch, Coffee, Cook, Echols, Irwin, Lanier, Lowndes, Pierce, Tift, Turner, Ware Counties	Southeast Georgia RDC	3395 Harris Road Waycross, GA 31503	(912) 285-6097
Barrow, Clarke, Elbert, Greene, Jackson, Madison, Morgan, Newton, Oconee, Oglethorpe, Walton Counties	Northeast Georgia RDC	305 Research Drive Athen, GA 30610	(706) 369-5650

GEORGIA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Cherokee, Clayton, Cobb, DeKalb, Douglas, Fayette, Fulton, Gwinnett, Henry, Rockdale Counties	Atlanta Regional Commission	3715 Northside Parkway Atlanta, GA 30327	(404) 364-2626
Appling, Bleckley, Candler, Dodge, Evans, Jeff Davis, Laurens, Montgomery, Pulaski, Tattnall, Telfair, Toombs, Treuthlen, Wayne, Wheeler, Wilcox Counties	Heart of Georgia Altamaha RDR	505 West Parker Street Baxley, GA 31515	(912) 367-3648
Bartow, Catoosa, Chattooga, Dade, Fannin, Floyd, Gilmer, Gordon, Haralson, Murray, Paulding, Pickens, Polk, Walker, Whitfield Counties	Area Agency on Aging of Northwest Georgia	1 Jackson Hill Dr. Rome, GA 30161	(706) 802-5508
Bryan, Bulloch, Camden, Chatham, Effingham, Glynn, Liberty, Long, McIntosh Counties	Coastal Georgia RDC	127 F. Street Brunswick, GA 31520	(912) 264-7363
Burke, Columbia, Emanuel, Glascok, Hancock, Jefferson, Jenkins, Johnson, Lincoln, McDuffie, Richmond, Screven, Taliaferro, Warren, Washington, Wilkes Counties	Central Savannah River RDC	2123 Wrightsboro Road Augusta, GA 30904	(706) 737-1823
Baldwin, Bibb, Crawford, Houston, Jasper, Jones, Monroe, Peach, Putnam, Twiggs, Wilkinson Counties	Middle Georgia RDC	175-C Emery Highway Macon, GA 31217	(912) 751-6160



HAWAII

PROGRAM NAME	SAGE PLUS
SHIP WEBSITE	www.hawaii.gov/health/coa/index.html
BENEFICIARY CONTACT	Toll-Free (888) 875-9229 Toll (808) 586-4797
ADMINISTRATIVE AGENCY	Marilyn R. Seely Executive Office on Aging Director 250 S. Hotel St., Room 109 Honolulu, HI 96813
PROGRAM COORDINATOR	Gwen Ouye 250 S. Hotel St., #109 Honolulu, HI 96813 Phone (808) 586-4797 Fax (808) 586-0185 E-mail gnouye@mail.health.state.hi.us

PROGRAM SUMMARY	<p>SAGE PLUS is part of the Executive Office on Aging (EOA) under the administration of the Hawaii State Department of Health. SAGE PLUS has been in operation since 1992 and has two full-time paid staff and 37 active volunteers representing every county in the state and covering all islands. The primary point of entry is through a dedicated phone line at the Executive Office on Aging. Counseling, outreach activities and materials are provided in a number of languages including English, Korean, Filipino and Japanese. To promote awareness of the program, SAGE PLUS uses a variety of media outlets including radio, the internet and newspapers as well as a toll-free telephone service, known as SAGE line which provides basic Medicare messages in 8 languages.</p>
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ADDITIONAL DATA	Volunteer Counselors: 37 State Staff (Paid) PT/FT: 2 Full Time Total Counties: 4 Number of Counties Served: 4 Number of local sponsoring organizations: 6
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HAWAII LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Kona County	Kona, Coordinated Services for the Elderly	81-951 Halekii Street Kealahou, HI 96750	(808) 322-1812
Oahu County	Moiliili Community Center	2535 South King Street Honolulu, HI 96826	(808) 955-1555
Oahu County	Lanakila Multipurpose Senior Center	1640 Rice St. Ste. 105 Honolulu, HI 96817	(808) 847-1322
Kauai County	Kauai Office of Elderly Affairs	4444 Rice St. Ste. 105 Lihue, HI 96766	(808) 241-6400
Hilo County	Hilo, Coordinated Services for the Elderly	127 Kamana Street Hilo, HI 96720	(808) 961-8777
Maui County	Maui County Office on Aging	135 Wakea Ave. #110 Kahului, HI 96732	(808) 270-7926



IDAHO

PROGRAM NAME Senior Health Insurance Benefits Advisors (SHIBA)

SHIP WEBSITE www/doi.state.id.us/consumer/consumer.htm

BENEFICIARY CONTACT Toll-Free (800) 247-4422
Toll n/a

ADMINISTRATIVE AGENCY Kenneth H. Hurt
State of Idaho, Department of Insurance
Director
700 West State Street
Boise, ID 83720-0043

PROGRAM COORDINATOR Kenneth Hurt
700 W. State, 3rd Floor
Boise, ID 83720-0043
Phone (208) 334-4350
Fax (208) 334-4389
E-mail khurt@doi.state.in.us

PROGRAM SUMMARY SHIBA has been administered by the Department of Insurance since 1986. Four regional coordinators work with a network of county and local officials to provide counseling services. Targeted outreach is provided to Hispanic and Native American beneficiaries in cooperation with the Idaho Migrant Council and the Northern Arizona University. Historically, SHIBA has offered a toll-free line for each of the four regional service areas, but has consolidated these into one toll-free line.

ADDITIONAL DATA Volunteer Counselors: 300
State Staff (Paid) PT/FT: 5 Full Time & 3 Part Time
Total Counties: 44
Number of Counties Served: 44
Number of local sponsoring organizations: 3

IDAHO LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Blaine, Camas, Gooding, Lincoln, Minidoka, Cassia, Twin Falls, Jerome Counties	College of Southern Idaho	P.O. Box 1238 Twin Falls, ID 83301	(208) 736-2122
Canyon, Valley, Adams, Washington, Boise, Payette Counties	Community Involvement Program	411 East Hawaii Ave. Nampa, ID 83686	(800) 547-8656
Bingham, Teton, Bonneville, Caribou, Madison, Jefferson, Fremont, Clark Counties	Eastern Idaho Special Services Agency	P.O. Box 51098 Idaho Falls, ID 83405	(800) 632-4813
Boundary, Bonner, Kootenai, Benewah, Shoshone Counties	Area Agency on Aging	1221 Ironwood Dr. Suite 102 Coeur D'Alene, ID 83814	(800) 786-5536
Custer, Lemhi, Butte, Power, Bannock, Oneida, Franklin, Bear Lake Counties	Southeastern Idaho Community Action Agency	825 East Bridger Pocatello, ID 83201	(208) 233-7364
Gem, Canyon, Ada Elmore, Owyhee Counties	Treasure Valley United Way	5420 Franklin Road Boise, ID 83705	(208) 345-4357
Clearwater, Latah, Lewis, Nez Perce, Idaho Counties	Valley Christian Aid Network	1424 Main Street Lewiston, ID 83501	(208) 746-7787



ILLINOIS

PROGRAM NAME	Senior Health Insurance Program (SHIP)
SHIP WEBSITE	www.state.il.us/ins/
BENEFICIARY CONTACT	Toll-Free (800) 548-9034 Toll (217) 785-9021
ADMINISTRATIVE AGENCY	Nat Shapo Illinois Department of Insurance Director 320 W. Washington, 5th Floor Springfield, IL 62767-0001
PROGRAM COORDINATOR	Kathy Claunch 320 W. Washington Street Springfield, IL 62767-0001 Phone (217) 782-0004 Fax (217) 782-4105 E-mail kathy_claunch@ins.state.il.us

PROGRAM SUMMARY	SHIP is administered by the Illinois Department of Insurance. Counseling services are available at 167 locations. Staff include a State Director, 6 regional trainers and 5 toll-free line operators. The central office in Springfield maintains the toll-free line. SHIP produces a brochure that is mailed to persons just turning 65. Counseling sites include locations sponsored by the Polish National Alliance and the Council for Jewish Elderly.
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ADDITIONAL DATA	Volunteer Counselors: 700 State Staff (Paid) PT/FT: 14 Full Time & 2 Part Time Total Counties: 102 Number of Counties Served: 102 Number of local sponsoring organizations: 170
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ILLINOIS LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Adams County	RSVP of Adams County	1125 Hampshire Street Quincy, IL 62301	(217) 224-3633
Adams County	RSVP of Adams County	3219 College Avenue Quincy, IL 62301	(217) 224-3633
Bond County	Bond County Senior Citizens Center	305 S. Third Greenville, IL 62246	(618) 664-1465
Boone County	Boone County Council on Aging	306 Buchanan Street Belvidere, IL 61008	(815) 544-9893
Brown County	Brown County Senior Center	115 N. Capitol Mt. Sterling, IL 62353	(217) 773-3241
Bureau County	St. Margaret's Hospital	600 1st Street Granville, IL 61326	(815) 664-5311 x426
Bureau County	Bureau County Senior Citizens Association	16 W. Marion Princeton, IL 61356	(815) 879-3981
Bureau County	Perry Memorial	530 Park Avenue East Princeton, IL 61356	(815) 875-2811 x4481

ILLINOIS LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Carroll County	Carroll County Senior Services Organization	306 N. Main-Box 45 Mt. Carroll, IL 61053	(815) 244-1800
Champaign County	RSVP of Champaign County	48 Main Street Champaign, IL 61820	(217) 359-6500
Champaign County	Hope for the Children	1530 Fairway Drive Rantoul, IL 61866	(217) 893-4673
Champaign County	Carle Foundation Hospital	611 W. Park Street Urbana, IL 61801	(217) 356-2931
Christian County	St. Vincent Memorial Hospital	201E. Pleasant Taylorville, IL 62568	(217) 287-2355
Clark County	Casey Senior Citizen Center	14 S. Central Casey, IL 62420	(618) 932-5272
Clay County	Clay County Hospital	700 N. Mill Flora, IL 62839	(618) 662-2131
Clinton County	St. Joseph's Hospital	9515 Holy Cross Lane Breese, IL 62230	(618) 526-4511 x351

ILLINOIS LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Coles County	Coles County RSVP	204 S. 21st Street Mattoon, IL 61938	(217) 345-9530
Coles County	Sarah Bush Lincoln Health Center	1000 Health Center Dr. Mattoon, IL 61938	(217) 258-2500
Cook County	Arlington Heights Senior Center	1310 E. Clarendon Arlington Heights, IL 60004	(847) 253-5532
Cook County	Wheeling Township	1616 N. Arlington Heights Rd. Arlington Heights, IL 60004	(847) 259-7730
Cook County	Barrington Area Council on Aging	301 E. Main, Ste. 111 Barrington, IL 60010	(847) 381-5030
Cook County	CDOA-Central Information & Assistance	121 N. LaSalle-Rm. 100 Chicago, IL 60602	(312) 744-4016
Cook County	CDOA-Central West Regional Center	2102 W. Ogden Avenue Chicago, IL 60612	(312) 746-5300
Cook County	CDOA-Northeast Regional Center	2019 W. Lawrence Ave. Chicago, IL 60625	(312) 744-0784

ILLINOIS LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Cook County	CDOA-Northwest Center	3160 N. Milwaukee Chicago, IL 60618	(312) 744-6681
Cook County	CDOA-Renaissance Court	78 E. Washington Chicago, IL 60602	(312) 744-4550
Cook County	CDOA-Southeast Regional Center	1767 E. 79th Street Chicago, IL 60649	(312) 747-0189
Cook County	CDOA-Southwest Regional Center	6117 S. Kedzie Chicago, IL 60629	(312) 747-0440
Cook County	Chicago Department on Aging	30 N. La Salle, Ste. 2320 Chicago, IL 60602	(312) 744-5795
Cook County	Council for Jewish Elderly	3003 W. Touhy, Rm. 214 Chicago, IL 60645	(773) 508-1050
Cook County	Michael Reese Hospital-Senior Friends	2929 S. Ellis Avenue Chicago, IL 60616	(312) 791-3200
Cook County	North Shore Senior Center	7 Happ Road Northfield, IL 60093	(847) 784-6036

ILLINOIS LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Cook County	Edgewater Medical Center	5700 N. Ashland Ave. Chicago, IL 60616	(773) 334-3095
Cook County	National Polish Alliance	5711 N. Milwaukee Ave. Chicago, IL 60646	(773) 763-8520
Cook County	St. Joseph's Hospital	2900 Lake Shore Dr. Room 60 Chicago, IL 60657	(773) 665-3393
Cook County	St. Mary of Nazareth Hospital	2233 W. Division Street Chicago, IL 60622	(312) 770-2350
Cook County	Woodlawn Adult Health Center	6337 S. Woodlawn Chicago, IL 60637	(312) 747-7732
Cook County	Bloom Township	425 Halsted Chicago, IL 60411	(708) 754-9400
Cook County	Little Company Connections	2800 W. 95th Street Evergreen Park, IL 60805	(708) 422-0360
Cook County	Ford Heights Senior Citizens	1647 Cottage Grove Ford Heights, IL 60411	(708) 758-2510

ILLINOIS LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Cook County	Glenview Senior Center	2239 Greenfield Dr. Glenview, IL 60025	(847) 724-4793
Cook County	Ingalls Hospital Senior Life	One Ingalls Dr. Harvey, IL 60426	(708) 333-3331 x6886
Cook County	Schaumburg Township Disabled Services	#1 Illinois Blvd. Hoffman Estates, IL 60194	(847) 884-0030
Cook County	LaGrange Memorial Hospital - Senior Friends	5101 S. Willow Springs Rd. LaGrange, IL 60525	(708) 579-4989
Cook County	Southwest Suburban Center on Aging	111 West Harris Avenue LaGrange, IL 60525	(708) 354-1323
Cook County	Lemont Township	16020-127th Street Lemont, IL 60439	(630) 257-2522
Cook County	Niles Senior Center	999 Civic Center Dr. Niles, IL 60714	(847) 588-8420
Cook County	Oak Park Township Senior Center	418 S. Oak Park Avenue Oak Park, IL 60302	(708) 383-8060

ILLINOIS LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Cook County	Orland Township	15100 S. 94th Orland Park, IL 60462	(708) 403-4222
Cook County	Palatine Township Senior Citizens Council	505 S. Quentin Palatine, IL 60067	(847) 991-1112
Cook County	Palos Community Hospital	12251 S. 80th Avenue Palos Heights, IL 60463	(708) 923-4785
Cook County	Palos Township	10802 S. Roberts Road Palos Hills, IL 60465	(708) 598-4418
Cook County	St. James Hospital	314 Oakwood Street Park Forest, IL 60466	(708) 756-1000 x7447
Cook County	Center of Concern	1580 N. Northwest Hwy. Suite 310 Park Ridge, IL 60068	(847) 823-0453
Cook County	Maine Township Senior Information	1700 Ballard Park Ridge, IL 60068	(847) 297-2510
Cook County	Rich Township	22013 Governors Highway Richton Park, IL 60471	(708) 748-5454

ILLINOIS LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Cook County	Office of Human Services	5120 Galitz Skokie, IL 60077	(847) 933-8208
Cook County	Thornton Township Senior Services	333 E. 162nd Street South Holland, IL 60473	(708) 596-6040 x3025
Cook County	Pavilion Senior Center	199 N. 1st Street Wheeling, IL 60090	(847) 459-2670
Cumberland County	Life Center of Cumberland County-Senior Services	204 East Main Toledo, IL 62468	(217) 849-3965
Dekalb County	Kishwaukee Community Hospital	RT. 23 & Bethany Road DeKalb, IL 60115	(815) 756-1521 x3372
DeWitt County	DeWitt County Chapter-American Red Cross	403 South Monroe Clinton, IL 61727	(217) 935-9596
Douglas County	Mid-Illinois Senior Services Inc.	704 N. Main Tuscola, IL 61953	(217) 253-3113
DuPage County	Addison Township Office	401 North Addison Road Addison, IL 60101	(630) 530-8161

ILLINOIS LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
DuPage County	Bensenville Park District	1000 W. Wood Street Bensenville, IL 60106	(630) 766-7015
DuPage County	Bloomington Township Office	6N050 Rosedale Road Bloomington, IL 60108	(630) 529-7715
DuPage County	Downers Grove Park District-Lincoln	935 Maple Downers Grove, IL 60515	(630) 963-1314
DuPage County	Glen Ellyn Senior Services Center	493 Forest Avenue Glen Ellyn, IL 60137	(630) 858-6325
DuPage County	Hinsdale Community House	415 W. 8th Street Hinsdale, IL 60521	(630) 323-7500
DuPage County	Lisle Park District	5801 Westview Lane Lisle, IL 60532	(630) 969-0992
DuPage County	Lombard YMCA	1464 S. Main Street Lombard, IL 60148	(630) 629-9622
DuPage County	York Township	1502 S. Meyers Road Lombard, IL 60148	(630) 620-2424

ILLINOIS LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
DuPage County	Wayne Township Senior Center	27W031 North Avenue West Chicago, IL 60185	(630) 231-7155
DuPage County	Westmont Park District Senior Center	55 East Richmond Westmont, IL 60559	(630) 963-5150
DuPage County	DuPage County Department of Human Services	421 County Farm Road Wheaton, IL 60187	(630) 682-7990
DuPage County	Central DuPage Health Corporation	25 N. Winfield Rd. Winfield, IL 60190	(630) 682-1600 x2093
DuPage County	Woodridge Park District	3320 63rd Street Woodridge, IL 60517	(630) 964-2100
Edgar County	Chester P. Sutton Community Center	256 W. Court Paris, IL 61944	(217) 465-8143
Edwards County	Southeastern Illinois Area Agency on Aging	35 W. Main Albion, IL 62806	(800) 635-8544
Effingham County	Effingham County Committee on Aging	209 S. Merchant Effingham, IL 62401	(217) 347-5569

ILLINOIS LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Ford County	Ford County Public Health	235 N. Taft Paxton, IL 60957	(217) 379-9281
Greene County	Boyd Hospital	800 School Street Carrollton, IL 62016	(217) 942-6946
Grundy County	Grundy County Health Department	1320 Union Street Morris, IL 60450	(815) 941-3144
Hamilton County	Hamilton County Senior Center	106 W. Cherry Street McLeansboro, IL 62859	(618) 643-2676
Hancock County	West Central Illinois RSVP	305 Sandburg Dr. Cathage, IL 62321	(217) 357-2804
Henry County	Hammond Henry Hospital	210 W. Elk Geneseo, IL 61254	(309) 944-4625 x2330
Henry County	Kewanee Hospital	233 W. Church, #2 Kewanee, IL 61443	(309) 853-3361
Iroquois County	Dept. of Public Health	235 N. Taft Paxton, IL 60957	(217) 379-9281

ILLINOIS LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Iroquois County	Iroquois Memorial Hospital	200 Fairman Watseka, IL 60970	(815) 432-5841
Jasper County	Jasper County Senior Citizens	103 1/2 W. Jourdan Newton, IL 62448	(618) 783-3660
Jefferson County	Sunshine Center	521 Perkins Mt. Vernon, IL 62864	(618) 242-7010
Jersey County	Illinois Valley Senior Citizens	806 Franklin Street Jerseyville, IL 62052	(618) 498-3483
Jersey County	Jersey Community Hospital	400 Maple Summit Jerseyville, IL 62052	(618) 498-6402
Kane County	Hanover Township	8N180 Rt. 59 Barlett, IL 60103	(630) 837-0301
Kane County	Provena St. Joseph Wellness Center	100 S. Hawthorne Street Elgin, IL 60123	(847) 622-8289 x225
Kane County	Delnor Community Hospital	300 Randall Road Geneva, IL 60134	(630) 208-3997

ILLINOIS LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Knox County	Cottage Hospital	695 N. Kellogg Street Galesburg, IL 61401	(309) 343-6565
Knox County	OSF St. Mary Medical Center	1904 Patterson Dr. Galesburg, IL 61401	(309) 344-3161 x1252
Knox County	VNA Community Services	150 E. Simmons Street Galesburg, IL 61401	(309) 342-1152
Lake County	Warren Township Senior Center	17801 W. Washington St. Gurnee, IL 60031	(847) 244-1101
Lake County	Highland Park Dept. of Senior Services	54 Laurel Avenue Highland Park, IL 60035	(847) 432-4110
Lake County	Lake Forest Senior Center	400 E. Illinois Road Lake Forest, IL 60045	(847) 234-2209
Lake County	Condell Medical Center	900 Garfield Avenue Libertyville, IL 60048	(847) 362-2905 x5268
Lake County	Provena-St. Theresa Medical Center	2615 Washington Street Waukegan, IL 60085	(847) 360-2181

ILLINOIS LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
LaSalle County	Mendota Area Senior Services	1901 Tom Merwin Dr. Mendota, IL 61342	(815) 539-7700
LaSalle County	Community Hospital of Ottawa	1100 East Norris Dr. Ottawa, IL 61350	(815) 433-3100 x432
Lawrence County	Lawrence County Senior Citizens	1433 Judy Avenue Bridgeport, IL 62417	(618) 945-7412
Lee County	Lee County Council on Aging	810 E. Chamberlain Dixon, IL 61021	(815) 288-6563
Logan County	The Oasis Senior Center	228 8th Street Lincoln, IL 62656	(217) 732-6132
Macon County	St. Mary's Hospital	1800 E. Lake Shore Drive Decatur, IL 62521	(217) 464-2986
Madison County	Alton Memorial Hospital-BJC Plus	One Memorial Dr. Alton, IL 62002	(618) 465-1490
Madison County	St. Anthony's Health Center	St. Anthony's Way Alton, IL 62002	(618) 465-4567

ILLINOIS LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Madison County	St. Joseph's Hospital	1515 Main Highland, IL 62230	(618) 654-7421 x2396
Marshall County	MSW Project of Henry, Illinois	P.O. Box 140 Henry, IL 61537	(309) 364-2287
McDonough County	McDonough District Hospital	525 E. Grant Macomb, IL 61455	(309) 833-4101
McDonough County	YMCA Senior Center	400 E. Calhoun Street Macomb, IL 61455	(309) 837-5733
McHenry County	Cary Senior Center	441 Main Street Cary, IL 60013	(847) 639-8118
McHenry County	Centegra Health System	4201 Medial Center Dr. McHenry, IL 60050	(815) 759-4203
McLean County	RSVP of McLean County	905 North Main Street Normal, IL 61761	(800) 227-2509
Morgan County	Passavant Area Hospital	1600 West Walnut Jacksonville, IL 62650	(217) 479-5573

ILLINOIS LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Moultrie County	Mid-Illinois Senior Services Inc.	602 Sunrise Drive Sullivan, IL 61951	(217) 728-8521
Ogle County	Mt. Morris Senior Citizens Council, Inc.	9 E. Front Street Mt. Morris, IL 61054	(815) 734-6335
Ogle County	Ogle County Senior Services, Inc.	215 Washington Oregon, IL 61061	(815) 732-3252
Ogle County	Polo Senior Center	101 E. Mason Polo, IL 61064	(815) 946-3818
Peoria County	Goldencare-Center for Senior Health	530 N.E. Glen Oaks Ave. Peoria, IL 61637	(309) 655-3793
Peoria County	Methodist Medical Center	221 N.E. Glen Oak Peoria, IL 61636	(309) 672-5696
Peoria, Tazewell Counties	RSVP of Peoria/Tazewell Counties	3100 N. Knoxville, Rm. 15 Peoria, IL 61603	(309) 682-8521
Piatt County	Senior Services of Piatt County	121 N. State Monticello, IL 61856	(217) 762-9934

ILLINOIS LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Putnam County	Putnam Co. Achievement Service, Inc.	Box 208, 1st Street Standard, IL 61363	(815) 339-2711
Randolph County	RSVP-Western Egyptian E.O.C.	#1 Industrial Park, Steeleville, IL 62288	(618) 965-9523
Richland County	Richland County Senior Citizens	308 E. Main Street Olney, IL 62450	(618) 395-3223
Rock Island County	Trinity Medical Center	500 John Deere Road Moline, IL 61265	(309) 779-5660
Sangamon County	Memorial Medical Center-Gold Club	701 N. First Springfield, IL 62781	(217) 788-4000
Sangamon, Menard Counties	RSVP of Sangamon/Menard County	701 W. Mason Street Springfield, IL 62702	(217) 528-4035
Sangamon County	Third Age Living	800 E. Carpenter Springfield, IL 62769	(217) 544-6464
Schuyler County	Schuyler County Senior Citizens Center	111 S. Liberty Rushville, IL 62681	(217) 322-6430

ILLINOIS LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Shelby County	Mid-Illinois Senior Services Inc.	114 E. Jefferson Sullivan, IL 61951	(217) 728-8521
St. Clair County	Programs & Services for Older Persons	201 N. Church Belleville, IL 62220	(618) 234-4410
St. Clair County	Scott AFB-37th Medical Group	310 West Losey Street Scott AFB, IL 62221	(618) 256-7702
Stephenson County	Stephenson County Senior Center	121 N. Harlem, Ste. 100 Freeport, IL 61032	(815) 235-9777
Vermillion County	Provena-USMC Senior Services	600 Sager Avenue Danville, IL 61832	(217) 443-5635
Vermillion County	Provena-USMC Senior Services	600 Sager Avenue Danville, IL 61832	(217) 443-5635
Wabash County	Wabash County Senior Citizens	115 E. Third Mt. Carmel, IL 62863	(618) 262-7403
Warren County	Strom Center	211 South "A" Street Monmouth, IL 61462	(309) 734-4560

ILLINOIS LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Washington County	Washington County Senior Services	305 N. Nashville Okawville, IL 62271	(618) 243-6533
White County	White County Senior Center	113 So. Walnut Carmi, IL 62821	(618) 382-3111
Whiteside County	CGH Medical Center	100 E. LeFevre Road Sterling, IL 61081	(815) 625-0400 x5711
Williamson County	Marion Senior Citizens Center	2201 Autumn Lane Marion, IL 62959	(618) 997-9019
Winnebago County	Cornerstone Resources	326 W. Jefferson Rockford, IL 61101	(815) 965-2268
Winnebago County	OSF Saint Anthony Medical Center	2400 N. Rockton Avenue Rockford, IL 61103	(815) 971-6330
Woodford County	Cooperative Extension Service	117 W. Center Eureka, IL 61530	(309) 467-3789
Woodford County	Heartline	300 Reagan Dr. Eureka, IL 61530	(309) 467-6101



INDIANA

PROGRAM NAME	Senior Health Insurance Information Program (SHIIP)
SHIP WEBSITE	www.state.in.us/idoi/shiip
BENEFICIARY CONTACT	Toll-Free (800) 452-4800 Toll n/a
ADMINISTRATIVE AGENCY	Sally McCarty Indiana Department of Insurance Commissioner 311 W. Washington Street, Suite 300 Indianapolis, IN 46204-2787
PROGRAM COORDINATOR	Vacant 311 W. Washington Street, Suite 300 Indianapolis, IN 46204-2787 Phone (317) 232-3520 Fax (317) 232-5251 E-mail gchandler@doi.state.in.us

PROGRAM SUMMARY

SHIIP provides counseling through a partnership with 74 non-profit organizations most of which are senior centers, Area Agencies on Aging, and hospitals. SHIIP is administered by the Department of Insurance by a full-time State Director who supervises 3 regional managers and an educational consultant, among others. A toll-free line and website are available. The State Director and 5 counselors are fluent in Spanish and plans have been made for members of a Chinese American church in Indianapolis to be trained to offer counseling.

ADDITIONAL DATA

Volunteer Counselors: 284
State Staff (Paid) PT/FT: 3 Full Time
Total Counties: 92
Number of Counties Served: 68
Number of local sponsoring organizations: 85

INDIANA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Adams County	Adams County Memorial Hospital	805 High Street Decatur, IN 46733	(219) 724-2145 x1352
Allen County	Parkview Hospital	2121 Carew Fort Wayne, IN 46805	(219) 484-6636 x5270
Bartholomew County	Area Agency on Aging	1635 N. National Road Columbus, IN 47202	(812) 372-6918
Blackford County	Life Stream Services Area Agency on Aging	1701 Pilgrim Boulevard Yorktown, IN 47396	(800) 589-1121 x183
Boone County	Boone County Senior Services	403 N. Lebanon Street Lebanon, IN 46052	(765) 482-5220
Carroll County	St. Elizabeth Health Care Center	701 Armory Road Delphi, IN 46923	(765) 564-6380
Cass County	Cass County Senior Center	1803 Smith Street, Suite 200 Logansport, IN 46947	(219) 722-2424
Clark County	Medical Center of Southern Indiana	2200 Market Street Charlestown, IN 46111	(812) 256-7409

INDIANA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Daviess County	Generations Area Agency on Aging	P.O. Box 314 Vincennes, IN 47591	(800) 742-9002
Dekalb County	DeKalb County Council on Aging	1800 E. Seventh Street Auburn, IN 46706	(219) 925-3311
Delaware County	Life Stream Services Area Agency on Aging	1701 Pilgrim Boulevard Yorktown, IN 47396	(800) 589-1121 x183
Dubois County	Generations Area Agency on Aging	P.O. Box 314 Vincennes, IN 47591	(800) 742-9002
Elkhart County	Elkhart County Council on Aging	2555 Oakland Avenue Elkhart, IN 46514	(219) 295-1820
Fulton County	RSVP of Fulton County	625 Pontiac Street Rochester, IN 46975	(219) 223-3716
Gibson County	Purdue Cooperative Extension	800 S. Prince St., Ste. 35 Princeton, IN 47670	(812) 385-3491
Gibson County	SWIRCA, Area Agency on Aging	16 W. Virginia Street Evansville, IN 47737	(800) 253-2188

INDIANA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Grant County	Emily E. Flinn Community	614 W. 14th Street Marion, IN 46953	(765) 664-0618
Greene County	Generations Area Agency on Aging	P.O. Box 314 Vincennes, IN 47591	(800) 742-9002
Hamilton County	Hamilton County Senior Services	12955 Old Meridian St. Suite 100A Carmel, IN 46032	(317) 815-7000
Hancock County	Hancock Memorial Hospital	801 N. State Greenfield, IN 46140	(317) 468-4531
Harrison County	Community Services	1101 W. Walnut Corydon, IN 47112	(812) 738-8143
Hendricks County	Hendricks County Senior Services	970 E. Main Danville, IN 46122	(317) 745-4303
Henry County	Raintree Square	2820 S. Memorial Drive New Castle, IN 47362	(765) 521-3491
Howard County	St. Joseph Hospital & Health Center	1907 W. Sycamore Street Kokomo, IN 46901	(765) 456-5406

INDIANA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Huntington County	Huntington County Council on Aging	646 Guilford Street Huntington, IN 46750	(219) 356-3006
Jasper, Starke Counties	Our Lady of Holy Cross	7520 S. U.S. Highway 421 San Pierre, IN 46374	(219) 828-4111
Jay County	Jay County Hospital	500 W. Votaw Street Portland, IN 47371	(219) 726-7131 x1044
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Knox County	Generations Area Agency on Aging	P.O. Box 314 Vincennes, IN 47591	(800) 742-9002
Kosciusko County	Kosciusko County Council on Aging & the Aged	800 Park Avenue Warsaw, IN 46580	(219) 267-2012
LaGrange County	LaGrange County Council on Aging	109 E. Central LaGrange, IN 46761	(219) 463-4161
Lake County	Calumet Township Multi-Purpose	1900 E. 41st Avenue Gary, IN 46408	(219) 981-4020

INDIANA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Lake County	St. Anthony Medical Center	1201 S. Main Street Crown Point, IN 46307	(219) 757-6429
Lake County	St. Catherine Hospital	4321 Fir Street East Chicago, IN 46312	(219) 392-7777
Lake County	St. Margaret Mercy Health Care Center, Dyer	24 Joliet Street Dyer, IN 46311	(219) 864-2653
Lake County	St. Mary Medical Center	1500 S. Lake Park Ave. Hobart, IN 46342	(219) 947-6581
LaPorte County	LaPorte Hospital	1007 Lincoln Way LaPorte, IN 46352	(219) 326-2338
LaPorte County	Michigan City Senior Center	Washington Park Michigan City, IN 46360	(219) 873-1504
LaPorte County	Swanson Activity Center for Older Adults	910 State Street LaPorte, IN 46350	(219) 326-5354
Madison County	Community Hospital of Anderson	1504 N. Madison Ave. Anderson, IN 46011	(765) 683-5333

INDIANA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Marion County	Community Hospital East	1500 N. Ritter Indianapolis, IN 46219	(317) 355-5461
Marion County	Concord Multi-Service Center	1310 S. Meridian Street Indianapolis, IN 46225	(317) 637-4376
Marion County	Heritage Place	4550 N. Illinois Street Indianapolis, IN 46208	(317) 283-6662
Marion County	Robin Run Village	6470 Robin Run West Indianapolis, IN 46268	(317) 293-5500
Marion County	Shepherd's Center of Indianapolis	10 W. 61st Street Indianapolis, IN 46208	(317) 253-5768
Marion County	Southeast Multi-Service Center	901 Shelby Street Indianapolis, IN 46203	(317) 236-7400 x34
Marion County	St. Francis Hospital & Health Care Center	1600 Albany Street Beech Grove, IN 46107	(317) 783-8277
Marion County	Wishard Memorial Hospital	1001 W. 10th Street Indianapolis, IN 46202	(317) 630-8790

INDIANA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Marshall County	Marshall County Council on Aging	314 E. Jefferson, Ste. B Plymouth, IN 46563	(219) 936-9904
Miami County	First Baptist Church	53 E. Main Peru, IN 46970	(765) 473-5683
Monroe County	Bloomington Hospital	619 W. First Street Bloomington, IN 47402	(812) 353-9300
Morgan County	Barbara B. Jordan YMCA	2039 E. Morgan Street Martinsville, IN 46151	(765) 342-6688
Noble County	Noble County Council on Aging	111 Cedar Street Kendallville, IN 46755	(219) 347-4226
Owen County	Bloomington Hospital	619 W. First Street Bloomington, IN 47402	(812) 353-9300
Perry County	SWIRCA, Area Agency XVI Agency on Aging	16 W. Virginia Street Evansville, IN 47737	(800) 253-2188
Porter County	RSVP of Porter County	1005 N. Campbell Valparaiso, IN 46384	(219) 464-1028

INDIANA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Posey County	SWIRCA, Area Agency XVI Agency on Aging	16 W. Virginia Street Evansville, IN 47737	(800) 253-2188
Pulaski County	Our Lady of Holy Cross	7520 S. U.S. Highway 421 San Pierre, IN 46374	(219) 828-4111
Putnam County	Putnam County Hospital	1542 S. Bloomington Greencastle, IN 46135	(765) 653-5121
Randolph County	Life Stream Services	1701 Pilgrim Boulevard Yorktown, IN 47396	(800) 589-1121 x183
Ripley County	Margaret Mary Community Hospital, Inc.	321 Mitchell Avenue Batesville, IN 47006	(812) 934-6624
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Scott County	Scottsburg Senior Center	183 S. 2nd Street Scottsburg, IN 47170	(812) 752-5457
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INDIANA LOCAL SPONSORS

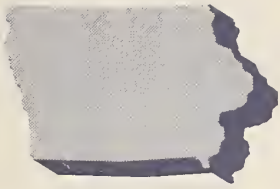
SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Spencer County	SWIRCA, Area Agency XVI Agency on Aging	16 W. Virginia Street Evansville, IN 47737	(800) 253-2188
St. Joseph County	Hamilton Communities	31889 Chicago Trail New Carlisle, IN 46552	(219) 654-3118
St. Joseph County	Holy Cross Senior Resource Center	1024 N. Notre Dame Ave. South Bend, IN 46617	(219) 234-3179
St. Joseph County	La Casa De Amistad, Inc. (Spanish)	746 Meaden Street South Bend, IN 46617	(219) 233-2234
St. Joseph County	Leighton Center	534 N. Michigan Street South Bend, IN 46601	(219) 284-6628
St. Joseph County	River Park Partnersip Center	2214 Mishawaka Avenue South Bend, IN 46615	(219) 245-6028
St. Joseph County	Saint Paul's Retirement Center	3602 S. Ironwood Drive South Bend, IN 46617	(219) 234-3179
St. Joseph County	St. Joseph Community Hospital	214 W. 4th Street Mishawaka, IN 46544	(219) 258-1235

INDIANA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
St. Joseph County	St. Joseph Library, North Liberty Branch	105 West Center North Liberty, IN 46554	(219) 656-3664
St. Joseph County	St. Joseph Community Hospital	214 West 4th Street Mishawaka, IN 46544	(219) 258-1235
St. Joseph County	Walkerton Public Library	300 Michigan Street Walkerton, IN 46574	(219) 586-2933
Sullivan, Vigo Counties	Area VII Agency on Aging and Disabled	1718 Wabash Avenue Terre Haute, IN 47808	(800) 489-1561
Tippecanoe County	Hanna Community Center	1201 N. Eighteenth Street Lafayette, IN 47904	(765) 742-0191
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Vanderburgh County	SWIRCA, Area Agency XVI Agency on Aging	16 W. Virginia Street Evansville, IN 47737	(800) 253-2188
Wabash County	Wabash County Council on Aging	239 Bond Street Wabash, IN 46992	(219) 563-4475

INDIANA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Warrick County	SWIRCA, Area Agency on Aging	16 W. Virginia Street Evansville, IN 47737	(800) 253-2188
Wayne County	Centerville Senior Center	111 S. Second Street Centerville, IN 47330	(765) 855-5651
Wayne County	Richmond Senior Center	1600 S. Second Street Richmond, IN 47374	(765) 983-7300
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White County	White County Council on Aging	116 Marian Monticello, IN 47960	(800) 913-3582



IOWA

PROGRAM NAME	Senior Health Insurance Information Program (SHIIP)
SHIP WEBSITE	www.shiip.state.ia.us
BENEFICIARY CONTACT	Toll-Free (800) 351-4664 Toll (515) 281-5705
ADMINISTRATIVE AGENCY	Judith Conlin Iowa Department of Elder Affairs Executive Director 200 10th Street Des Moines, IA 50319
PROGRAM COORDINATOR	Kris Gross 330 Maple Street Des Moines, IA 50319-0065 Phone (515) 242-5190 Fax (515) 281-8449 E-mail kris.gross@comm6.state.ia.us

PROGRAM SUMMARY	<p>The Iowa Senior Health Insurance Information Program (SHIIP) operates under an interdepartmental agreement between the Iowa Department of Elder Affairs and the Iowa Insurance Division in the Department of Commerce. SHIIP, in operation since 1990, has 3 full-time and 4 part-time staff, 200+ volunteers and 76 sponsors statewide. Volunteers provide face-to-face counseling in 74 of 99 counties. SHIIP has an Internet website and a toll-free consumer hotline operating 8:00 a.m.- 4:15 p.m., Monday-Friday. A bulletin is mailed to all Iowans three months prior to their 65th birthday. Consumer guides on a variety of topics are available to the public free of charge. SHIIP also contracts with two Hispanic organizations to provide services to Spanish-speaking beneficiaries in a multi-county area and works with the Department of the Blind to provide materials on tape or to translate in Braille.</p>
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ADDITIONAL DATA	Volunteer Counselors: 220 State Staff (Paid) PT/FT: 3 Full Time & 4 Part Time Total Counties: 99 Number of Counties Served: 74 Number of local sponsoring organizations: 73
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IOWA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Alamakee County	Veterans Memorial Hospital	40 First St. SE Waukon, IA 52172	(319) 568-3411
Benton County	Vinton HACAP Center	202 E. 4th Street Vinton, IA 52349	(319) 472-4761
Blackhawk County	Vintag Life - Covenant Medical Center	2101 Kimball Ave., #130 Waterloo, IA 50203	(319) 272-2190
Blackhawk County	Waterloo Senior Center	415 E. 7th Street Waterloo, IA 50703	(319) 235-1919
Blackhawk County	Hawkeye Valley AAA	2101 Kimball Ave., Ste. 320 Waterloo, IA 50704	(800) 779-8707
Blackhawk County	Vintag Life-Sartori Hospital	2101 Kimball Ave., #130 Waterloo, IA 50203	(319) 272-2190
Blackhawk County	Golden Care Plus, Allen Hospital	1825 Logan Ave. Waterloo, IA 50703	(319) 235-3590
Blackhawk County	Jese Cosby Senior Center	1112 Mobile Street Waterloo, IA 50703	(319) 234-1793

IOWA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Boone County	Boone County Hospital	1015 Union Street Boone, IA 50036	(515) 432-1127
Buchanan County	Buchanan County Senior Center	400 5th Ave. NE Independence, IA 50644	(319) 334-7011
Buena Vista County	Buena Vista County Hospital	P.O. Box 309 Storm Lake, IA 50588	(712) 732-4030
Butler County	Circle of Friends	Courthouse, Box 325 Allison, IA 50602	(888) 824-2183
Carroll, Guthrie, Sac Counties	Elderbridge Agency on Aging	514 N. Court, Ste. 1 Carroll, IA 51401	(712) 792-3512
Cass, Fremont, Harrison, Mills, Montgomery, Page, Pottawattamie, Shelby Counties	Southwest 8 Senior Services	3319 Nebraska Ave. Council Bluffs 51501	(800) 432-9209
Cerro Gordo County	North Iowa Mercy Health Center	84 Beaumont Dr. Mason City, IA 50401	(515) 424-7240
Cherokee County	Sioux Valley Hospital	300 Sioux Valley Dr. Cherokee, IA 51012	(712) 225-5101

IOWA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Chickasaw County	New Hampton Senior Center	112 E. Spring Street New Hampton, IA 50659	(515) 394-3173
Clay, Dickinson, Lyon, O'Brien, Emmet, Osceola, Palo Alto Counties	Northwest Aging Association	2 Grand Avenue Spencer, IA 51301	(800) 242-5033
Clinton County	RSVP	202 Ankeny Bldg. Clinton, IA 52730	(319) 243-7787
Dallas County	HomeCare Services, Inc.	907 Main Street Adel, IA 50003	(515) 993-3158
Des Moines County	Burlington Medical Center	602 N. 3rd Street Burlington, IA 52601	(319) 753-3544
Dubque County	The Finley Hospital	350 N. Grandview Dubuque, IA 52001	(319) 589-2673
Fayette County	Mercy Clinics	129 8th Avenue Oelwein, IA 50662	(319) 283-6000
Fayette County	Palmer Lutheran Health Center	112 Jefferson Street West Union, IA 52175	(319) 422-3811 x226

IOWA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Greene County	Greene County Medical Center	1000 W. Lincoln Way Jefferson, IA 50129	(515) 386-2114
Grundy County	Grundy County Memorial Hospital	201 E. J Street Grundy Center, IA 50639	(319) 824-5421
Hamilton County	Hamilton Hospital	800 Ohio Street Webster City, IA 50595	(515) 832-7814
Hancock County	Hancock Memorial Hospital	P.O. Box 68 Britt, IA 50438	(515) 843-3801
Hardin County	Iowa Falls Senior Services Center	1217 College Street Iowa Falls, IA 50126	(515) 648-9311
Ida County	Horn Memorial Hospital	701 E. 2nd Ida Grove, IA 51445	(712) 364-3311
Iowa County	Marengo HACAP Center	90 Court Avenue Marengo, IA 52301	(319) 624-7361
Jackson County	Jackson County Senior Center	900 E. Quarry Maquoketa, IA 52060	(319) 652-6771

IOWA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Jefferson County	Jefferson County Hospital	400 Highland Fairfield, IA 52556	(515) 472-4111
Johnson County	Iowa City Senior Center	28 S. Linn Iowa City, IA 52240	(319) 356-5220
Johnson County	UIHC - Social Services	200 Hawkins Drive Iowa City, IA 52242	(319) 356-2207
Johnson, County	Mercy Hospital	500 E. Market Iowa City, IA 52245	(319) 339-3531
Jones County	Anamosa Hospital	104 Broadway Place Anamosa, IA 52205	(319) 462-3588
Lee County	Keokuk Area Hospital	1600 Morgan Keokuk, IA 52632	(319) 524-7160 x1486
Linn County	RSVP of Cedar Rapids	1026 A. Avenue NE Cedar Rapids, IA 52402	(319) 369-8774
Louisa County	Mercy Hospital Seniors Unlimited	500 E. Market Iowa City, IA 52245	(319) 339-3531

IOWA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Lucas County	RSVP - Lucas County Health Center	1200 N. 7th Chariton, IA 50049	(515) 774-3226
Marion County	Crossroads of Pella	712 Union Pella, IA 50219	(515) 628-1212
Marshall County	Marshalltown Medical & Surgical Center	3 South 4th Avenue Marshalltown, IA 50158	(515) 754-5399
Monona County	Burgess Memorial Hospital	1600 Diamond Avenue Onawa, IA 51040	(712) 423-2311
Muscatine County	Senior Resources, Inc.	117 W. 3rd Muscatine, IA 52761	(319) 263-7292
Muscatine County	Multi-Cultural Center of MCSA	312 Iowa Avenue Muscatine, IA 52761	(319) 263-9018
Plymouth County	Floyd Valley Hospital	Highway E. East LaMarrs, IA 51031	(712) 546-3385
Polk County	Hispanic Educational Resources	828 SE Scott Des Moines, IA 50313	(515) 242-0225

IOWA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Polk County	Polk County Elderly Svcs PEER Advocate Program	1914 Carpenter Ave. Des Moines, IA 50314	(515) 286-3679
Polk County	West Des Moines United Methodist Church	8th & Grand Des Moines, IA 50265	(515) 279-0826
Polk County	Iowa Methodist Medical Center	1200 Pleasant Des Moines, IA 50309	(515) 263-5227
Polk County	Mercy Hospital	400 University Avenue Des Moines, IA 50314	(515) 643-2425
Potawattamie County	Council Bluffs Senior Center	900 S. 6th Street Council Bluffs, IA 51501	(712) 323-5995
Poweshiek County	Grinnell Regional Medical Center	210-4th Avenue Grinnell, IA 50112	(515) 236-2588
Ringgold County	Greater Community Hospital	1700 West Townline Creston, IA 50801	(515) 782-3848
Sac County	Elderbridge Area Agency on Aging	514 N. Court, Ste. 1 Carroll, IA 51401	(800) 543-3265

IOWA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Scott County	Genesis Medical Center	1227 E. Rusholme Street Davenport, IA 52803	(319) 421-1095
Scott County	Center for Aging Services, Inc.	1035 Kimberly Davenport, IA 52806	(319) 386-7477
Sioux County	First National Bank	P.O. Box 249 Sioux Center, IA 51250	(712) 722-2791
Story County	Mary Greeley Medical Center	111 Duff Avenue Ames, IA 50010	(515) 239-2210
Taylor County	Greater Community Hospital Auxillary	1700 West Townline Creston, IA 50801	(515) 782-3848
Union County	Greater Community Hospital Auxillary	1700 West Townline Creston, IA 50801	(515) 782-3848
Van Buren County	Van Buren County Hospital	Box 70 Keosauqua, IA 52565	(319) 293-3171
Wapello County	Seneca Area Agency on Aging	228 E. Second Street Ottumwa, IA 52501	(800) 642-6522

IOWA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Wapello County	Ottumwa Regional Health Center Aging Right	312 E. Alta Vista Ottumwa, IA 52501	(515) 684-3110
Warren County	The Village	1203 N. E Street Indianola, IA 50125	(515) 961-0877
Washington County	Washington HACAP	P.O. Box 946 Washington, IA 52353	(319) 653-7275
Wayne County	Wayne County Hospital	1700 West Townline Corydon, IA 50060	(515) 872-2260 x233
Webster County	Trinity Regional Hospital	802 Kenyon Road Fort Dodge, IA 50501	(515) 574-6445
Winneshiek County	Winneshiek County	901 Montgomery Decorah, IA 52101	(319) 387-3007
Woodbury County	Marian Health Center	801 Fifth Sioux City, IA 51101	(712) 279-2177
Woodbury County	St. Luke's Regional Medical Center	2562 Pierce Street Sioux City, IA 51104	(712) 279-3333

IOWA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Wright County	Elderbridge AAA	22 N. Georgia Mason City, IA 50401	(800) 543-3265



KANSAS

PROGRAM NAME Senior Health Insurance Counseling for Kansas (SHICK)

SHIP WEBSITE www.ksinsurance.org/shick

BENEFICIARY CONTACT Toll-Free (800) 860-5260
Toll (316) 337-6010

ADMINISTRATIVE AGENCY Connie Hubbell
Kansas Department of Aging
Secretary
503 S. Kansas
Topeka, KS 66603-3404

PROGRAM COORDINATOR Melissa Gregory
130 S. Market, Suite 4030
Wichita, KS 67202
Phone (316) 337-6010
Fax (316) 337-6018
E-mail mgregory_99@yahoo.com

PROGRAM SUMMARY

Senior Health Insurance Counseling for Kansas (SHICK) is administered by the Kansas Department of Aging with daily operation through the Kansas Insurance Department, Consumer Assistance Division. SHICK staff include one half-time project director, two full-time staff and one half-time intern whose primary responsibilities are to provide support to 12 sponsoring organizations under annual contract with the SHICK program. Volunteers are available for each of the state's 105 counties. Through Internet access and fax technology, SHICK staff can communicate the latest information to even the most rural locations. SHICK also publicizes its webpage and toll-free hotline to reach people with Medicare. The toll-free line will soon have an area code routing system to relay calls to the assigned contact or exchange anywhere in the state.

ADDITIONAL DATA

Volunteer Counselors: 300
State Staff (Paid) PT/FT: 2 Full Time & 1 Part Time
Total Counties: 105
Number of Counties Served: 105
Number of local sponsoring organizations: 17

KANSAS LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Butler County	Butler County Extension	206 N. Griffith El Dorado, KS 67042	(316) 321-9660
Butler, Harvey, Sedgwick Counties	Central Plains	510 N. Main, Rm. 306 Wichita, KS 67203	(316) 383-7298
Sedgwick County	County Extension Services	7001 W. 21st North Wichita, KS 67205	(316) 722-7721
Douglas County	Douglas County Senior Services	745 Vermont Lawrence, KS 66044	(785) 842-0543
Anderson, Coffey, Franklin, Linn, Osage, Miami Counties	East Central Kansas AAA	132 South Main Ottawa, KS 66067	(785) 242-7200
Harvey County	Harvey County Extension	Courthouse, Box 583 Newton, KS 67114	(316) 283-6930
Cloud, Chase, Clay, Dickinson, Ellsworth, Geary, Jewell, Lincoln, Lyon, Mitchell, Marion, Morris, Ottawa, Pottawatomie, Riley, Republic, Saline, Wabaunsee Counties	North Central/Flint Hills AAA	437 Houston Manhattan, KS 66502	(785) 776-9294

KANSAS LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Atchison, Brown, Doniphan, Jackson, Marshall, Nemaha, Washington Counties	Northeast Kansas AAA	526 Oregon Hiawatha, KS 66434	(785) 742-7152
Johnson County	Northeast Multi-Services Center	9307 W. 74th. St. Merriam, KS 76204	(913) 432-5158
Cheyenne, Decatur, Ellis, Graham, Gove, Logan, Norton, Osborne, Phillips, Rawlins, Rooks, Russell, Sherman, Sheridan, Smith, Thomas, Trego, Wallace Counties	Northwest Kansas AAA	301 West 13th Hays, KS 67602	(785) 628-8204
Wyandotte County	Providence Medical Center	8929 Parallel Parkway Wyandotte, KS 66112	(913) 596-4872
Leavenworth, Wyandotte Counties	Saint John Hospital	3500 South 4th Street Leavenworth, KS 66048	(913) 680-6020
Chautauqua, Cowley, Elk, Greenwood, Harper, Kingman, McPherson, Reno, Rice, Sumner Counties	South Central Kansas AAA	112 W. 5th Avenue Arkansas City, KS 67005	(316) 442-0268
Allen, Bourbon, Cherokee, Crawford, Cherokee, Labette, Montgomery, Neosho, Woodson, Wilson Counties	Southeast Kansas AAA	1 West Ash Chanute, KS 66720	(316) 431-2980

KANSAS LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Barton, Clark, Comanche, Edwards, Finney, Ford, Greeley, Grant, Gray, Hodgeman, Hamilton, Haskel, Kearny, Kiowa, Lane, Meade, Morton, Ness, Pawnee, Pratt, Rush, Scott, Stafford, Stanton, Stevens, Seward, Wichita Counties	Southwest Kansas AAA	P.O. Box 1636 Dodge City, KS 67801	(316) 225-8230
Shawnee County	Stormont-Vail Resource Center	1500 S.W. 10th Topeka, KS 66604	(785) 354-6787
Leavenworth, Wyandotte Counties	Wyandotte/ Leavenworth AAA	9400 State Avenue Kansas City, KS 66112	(913) 328-4532



KENTUCKY

PROGRAM NAME	Senior Health Insurance Assistance Program (SHIP)
SHIP WEBSITE	n/a
BENEFICIARY CONTACT	Toll-Free (877) 293-7447 / TTY (888) 642-1137 Toll n/a
ADMINISTRATIVE AGENCY	Jimmy Helton Kentucky Cabinet for Health Services Secretary 275 East Main Street 5W-A Frankfort, KY 40621
PROGRAM COORDINATOR	Sandra Rolland 275 East Main Street, 5W-A Frankfort, KY 40621 Phone (502) 564-6930 Fax (502) 564-4595 E-mail sandra.rolland@mail.state.ky.us

PROGRAM SUMMARY

The Kentucky State Office of Aging contracts with 15 Area Development Districts (ADDs), the state's designated area agencies on aging in Kentucky. Four ADDs directly provide SHIP services, ten subcontract with legal service providers and one provides services through local senior citizen centers. The State also employs a part-time 3-member Information Team and 2 full-time members trained to dispense basic SHIP information in tandem with SHIP counselors. Access to SHIP services are available through a statewide toll-free telephone number and website that contains SHIP linkages. Emphasis is also placed on reaching special populations including the deaf and hard of hearing, visually impaired and Hispanics through extending counseling opportunities in non-traditional settings and providing population-appropriate materials such as Spanish language and Braille brochures.

ADDITIONAL DATA

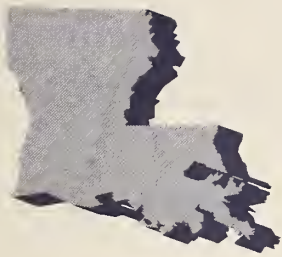
Volunteer Counselors: 78
State Staff (Paid) PT/FT: 2 Full Time
Total Counties: 120
Number of Counties Served: 120
Number of local sponsoring organizations: 15

KENTUCKY LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Caldwell, Crittenden, Hopkins, Livingston, Lyon, Muhlenberg, Todd, Trigg Counties	Christian County Senior Center	409 East 7th Street Hopkinsville, KY 42240	(270) 886-4516
Anderson, Boyle, Bourbon, Clark, Estill, Fayette, Franklin, Garrard, Harrison, Jessamine, Lincoln, Madison, Mercer, Nicholas, Powell, Scott, Woodford Nicholas Counties	Central Kentucky Legal Services	498 Georgetown Street Lexington, KY 40583	(606) 233-4556
Adair, Casey, Clinton, Cumberland, Green, McCreary, Pulaski, Russell, Taylor, Wayne Counties	Appalachian Research & Defense Fund	301 Greensburg Street Columbia, KY 42728	(270) 384-4707
Bell, Clay, Harlan, Jackson, Knox, Laurel, Rockcastle, Whitley Counties	Appalachian Research and Defense Fund	460 Court Square Barbourville, KY 40906	(606) 549-5115
Knott, Leslie, Letcher, Perry, Breathitt, Lee, Owsley, Wolfe Counties	Appalachian Research and Defense Fund	P.O. Box 7220 Hazard, KY 41702	(606) 439-2315
Floyd, Jonhson, Magoffin, Martin, Pike Counties	Big Sandy ADD	100 Resource Dr. Prestonsburg, KY 41653	(606) 886-2375
Boyd, Carter, Elliott, Greenup, Lawrence Counties	Northeast Kentucky Legal Services	P.O. Box 1040 Morehead, KY 40351	(606) 784-8921

KENTUCKY LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Caldwell, Crittenden, Hopkins, Livingston, Lyon, Muhlenberg, Todd, Trigg Counties	Pennyrile Allied Community Services, Inc.	708 S. Liberty Street Hopkinsville, KY 42240	(270) 886-6341
Allen, Barren, Butler, Edmonson, Hart, Logan, Metcalfe, Monroe, Simpson, Warren Counties	Cumberland Trace Legal Services	1032 College Street Bowling Green, KY 42101	(270) 782-1924
Ballard, Calloway, Carlisle, Fulton, Hickman, Graves, Marshall, McCracken Counties	Purchase Area Development District	U.S. Highway 45N Mayfield, KY 42066	(270) 247-7171
Bracken, Fleming, Lewis, Mason, Robertson Counties	Northeast Kentucky Legal Services	P.O. Box 1040 Morehead, KY 40351	(606) 784-8921
Daviess, Hancock, Henderson, McLean, Ohio, Union, Webster Counties	Green River ADD	3860 US Highway 60 West Owensboro, KY 42301	(270) 926-4433
Breckinridge, Grayson, Hardin, Larue, Marion, Meade, Nelson, Washington Counties	Lincoln Trail ADD	613 College Street Road Elizabethtown, KY 42702	(270) 769-2393
Bullitt, Henry, Jefferson, Oldham, Shelby, Spencer, Trimble Counties	Legal Aid Society	425 W. Muhammad Ali Blvd. Louisville, KY 40402	(502) 584-1254
Bonne, Campbell, Carroll, Gallatin, Grant, Kenton, Owen, Pendleton Counties	Northern Kentucky Legal Aid	313 Greenup Street Covington, KY 41011	(606) 431-8200



LOUISIANA

PROGRAM NAME	Senior Health Insurance Information Program (SHIIP)
SHIP WEBSITE	www.ldi.lldi.state.la.us
BENEFICIARY CONTACT	Toll-Free (800) 259-5301 Toll (225) 342-5301
ADMINISTRATIVE AGENCY	Craig Johnson State of Louisiana Department of Insurance Deputy Commissioner 950 North 5th Street Baton Rouge, LA 70804-9214
PROGRAM COORDINATOR	Alan Heumann 950 North 5th Street Baton Rouge, LA 70804-9214 Phone (225) 342-6334 Fax (225) 342-5711 E-mail aheumann@ldi.state.la.us

PROGRAM SUMMARY	<p>The Senior Health Insurance Information Program (SHIIP) is administered by the Office of Health Insurance, which is part of the Louisiana Department of Insurance. While counseling services are provided by State program staff through telephone or in person, SHIIP services are performed primarily through local sponsoring organizations. Most of the sponsors are located east of the Mississippi River where the majority of the senior population resides. SHIIP is expanding its presence in northern and western Louisiana, as well as in the cities, in an effort to serve vulnerable and underserved seniors. SHIIP publications are available on a website maintained by the Department of Insurance for SHIIP.</p>
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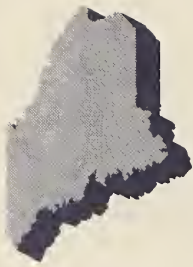
ADDITIONAL DATA	<p>Volunteer Counselors: 96 State Staff (Paid) PT/FT: 4 Full Time Total Counties: 64 Number of Counties Served: 21 Number of local sponsoring organizations: 16 (Not all listed on the following pages.)</p>
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LOUISIANA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Orleans Parish	SPUR	4948 Chef Menteur Hwy. New Orleans, LA 70126	(504) 945-0900
Tangipahoa Parish	Tangipahoa Voluntary Council on Aging	106 North Bay Amite, LA 70422	(504) 748-7486
St. Tammany Parish	St. Tammany Parish Hospital	1202 S. Tyler Street Covington, LA 70433	(504) 898-4043
St. Martin Parish	St. Martin Council on Aging	511 Wild Cherry Lane Breaux Bridge, LA 70517	(318) 332-3063
Lafourche Parish	St. Anne General Hospital	P.O. Box 440 Raceland, LA 70394	(504) 537-8262
Quachita Parish	Quachita Council on Aging	P.O. Box 14363 Monroe, LA 71201	(318) 387-0535
Terrebonne Parish	Terrebonne General Outreach Center, Southland Mall	5953 W. Park Ave., Ste. 3003 Houma, LA 70364	(504) 876-7577
Jefferson Parish	Jefferson Council on Aging	P.O. Box 73769 Metairie, LA 70033	(504) 888-5880

LOUISIANA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Jefferson, St. Charles, St. John the Baptist, St. James Parishes	Jefferson Community Action Program	1221 Elmwood Pk. Blvd., Ste. 402 Harahan, LA 70123	(504) 736-6900
Lafourche Parish	Lafourche Council on Aging	P.O. Box 500 Raceland, LA 70394	(504) 537-3446
East Baton Rouge Parish	East Baton Rouge Council on Aging	5790 Florida Blvd. Baton Rouge, LA 70806	(225) 923-8000
Calcasieu Parish	Calcasieu Area Agency on Aging	P.O. Box 6403 Lake Charles, LA 70606	(800) 223-5872
Caddo Parish	Caddo Council on Aging	4140 Greenwood Road Shreveport, LA 71109	(318) 632-2080
Bossier Parish	Bossier Council on Aging	P.O. Box 8606 Bossier, LA 71111	(318) 741-7358
St. Charles Parish	St. Charles Council on Aging	5940 Pine St. Hahnville, LA 70057	(504) 783-6683
Orleans Parish	Orleans Council on Aging	2475 Canal Street, 4th Floor New Orleans, LA 70179	(504) 821-4121



MAINE

SHIP PROFILE

PROGRAM NAME	Maine State Health Insurance Assistance Program (SHIP)
SHIP WEBSITE	www.state.me.us
BENEFICIARY CONTACT	Toll-Free (800) 750-5353 Toll (207) 623-1797
ADMINISTRATIVE AGENCY	Christine Gianopoulos Bureau of Elder and Adult Services Director 11 State House Station Augusta, ME 04333
PROGRAM COORDINATOR	Mary Walsh 35 Anthony Avenue Augusta, ME 04333 Phone (207) 624-5335 Fax (207) 624-5361 E-mail mary.walsh@state.me.us

PROGRAM SUMMARY	While the Maine SHIP grant is administered by the Bureau of Elder and Adult Services (BEAS), the program is actually a partnership between the BEAS, five area agencies on aging (AAA), the Bureau of Insurance, and the Legal Services for the Elderly (LSE). The Program Manager is responsible for program administration, and training activities as well as project coordination among the partners. Counseling and outreach activities are performed primarily by and at the AAAs. Staff attorneys at the LSE Hotline counsel beneficiaries by phone and refer them to AAAs if face-to-face assistance is required, while the Department of Insurance furnishes relevant publications and offers consultation and training support.
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ADDITIONAL DATA	Volunteer Counselors: 63 State Staff (Paid) PT/FT: 2 Part Time Total Counties: 16 Number of Counties Served: 16 Number of local sponsoring organizations: 6
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MAINE LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Aroostook County	Aroostook Area Agency on Aging	33 Davis Street Presque Isle, ME 04769	(800) 439-1789
Cumberland, York Counties	Southern Maine Area Agency on Aging	307 Cumberland Ave. Portland, ME 04104	(800) 427-7411
Piscataquis, Hancock, Washington Counties	Eastern Agency on Aging	450 Essex Street Bangor, ME 04401	(800) 432-7812
Knox, Lincoln, Waldo, Somerset, Sagadahoc, Kennebec Counties	Senior Spectrum	One Weston Court Augusta, ME 04338	(800) 639-1553
Androscoggin, Franklin, Oxford Counties	SeniorsPlus	465 Main Street Lewiston, ME 04243	(800) 427-1241



MARYLAND

SHIP PROFILE

PROGRAM NAME	Senior Health Insurance Assistance Program (SHIP)
SHIP WEBSITE	www.ooa.state.md.us
BENEFICIARY CONTACT	Toll-Free (800) 243-3425 Toll (410) 767-1100
ADMINISTRATIVE AGENCY	Sue F. Ward Maryland Department of Aging Secretary 301 W. Preston Street, Room 1007 Baltimore, MD 21201
PROGRAM COORDINATOR	Michelle Holzer 301 West Preston Street Baltimore, MD 21201 Phone (410) 767-1074 Fax (410) 333-7943 E-mail mph@mail.ooa.state.md.us

PROGRAM SUMMARY	<p>The Maryland Department of Aging's (DoA) Senior Health Insurance Assistance Program (SHIP) has been in operation since 1987. The Maryland SHIP is part of the DoA's Client/Community Services Division. SHIP funds are granted to all 19 Area Agencies on Aging (AAAs) that serve Maryland's 24 jurisdictions (23 counties and Baltimore City). A part time state program director oversees 19 local SHIP coordinators. SHIP services originate at one of two points of entry: through the DoA's toll-free or through a local access telephone system, and may either be directly assisted by the SHIP Program Director or referred to the local SHIP. Maryland's Curb Abuse in Medicare and Medicaid Program (CAMP), started in 1997 and funded by the Administration on Aging, has been a significant partner with the SHIP to train and educate counselors and the public on issues related to Medicare and Medicaid fraud, abuse and waste.</p>
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ADDITIONAL DATA	Volunteer Counselors: 150 State Staff (Paid) PT/FT: 1 Part Time Total Counties: 24 Number of Counties Served: 24 Number of local sponsoring organizations: 19
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MARYLAND LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Allegany County	Senior Health Insurance Program	19 Frederick Street Cumberland, MD 21502	(301) 777-5970
Anne Arundel County	Anne Arundel County Office on Aging	2666 Riva Road, Ste. 400 Annapolis, MD 21401	(410) 222-4464
Baltimore City	Baltimore City Commission on Aging	34 Market Place, Ste. 300 Baltimore, MD 21202	(410) 396-4932
Baltimore County	Baltimore County Department on Aging	611 Central Avenue Towson, MD 21204	(410) 887-2594
Calvert County	Calvert County Office on Aging	450 West Dares Beach Road Prince Frederick, MD 20678	(301) 855-1170
Carroll County	Carroll County Bureau of Aging	125 Stoner Avenue Westminster, MD 21157	(410) 876-3363
Cecil County	Cecil County Department of Aging	214 North Street Elkton, MD 21921	(410) 996-5295
Charles County	Charles County Aging Services	8190 Port Tobacco Road Port Tobacco, MD 20677	(301) 934-9305

MARYLAND LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Dorchester, Somerset, Wicomico, Worcester Counties	MAC, Inc.	1504 Riverside Drive Salisbury, MD 21801	(410) 742-0505
Frederick County	Frederick County Commission on Aging	520 North Market Street Frederick, MD 21701	(301) 694-1604
Garrett County	Garrett County Area Agency on Aging	104 East Centre Street Oakland, MD 21550	(301) 334-9431
Harford County	Harford County Office on Aging	145 Hickory Avenue Bel Air, MD 21014	(301) 334-9431
Howard County	Howard County Office on Aging	5470 Ruth Keeton Way Columbia, MD 21044	(410) 638-3025
Kent, Caroline, Talbot Counties	Upper Shore Aging	400 Brooklets Avenue Easton, MD 21601	(410) 822-2869
Montgomery County	Montgomery County Cooperative Extension Service	18410 Muncaster Road Derwood, MD 20855	(301) 590-2819
Prince George's County	Prince George's County Aging Services Division	5012 Rhode Island Avenue Hayattsville, MD 20781	(301) 699-2893

MARYLAND LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Queen Anne's County	Queen Anne's County Dept. of Aging	104 Powell Street Centreville, MD 21617	(410) 758-0848
St. Mary's County	St. Mary's County Office on Aging	P.O. Box 653 Leonardtown, MD 20650	(301) 475-4444
Washington County	Washington County Commission on Aging	9 Public Square Alexander House Hagerstown, MD 21740	(301) 790-0275



MASSACHUSETTS

SHIP PROFILE

PROGRAM NAME	Serving Health Information Needs of Elders (SHINE)
SHIP WEBSITE	n/a
BENEFICIARY CONTACT	Toll-Free (800) 882-2003 Toll (617) 727-7750
ADMINISTRATIVE AGENCY	Lillian Glickman Massachusetts Executive Office of Elders Affairs Secretary 1 Ashburton Place, 5th Floor Boston, MA 02108
PROGRAM COORDINATOR	Mary Kay Browne 1 Ashburton Place, 5th Floor Boston, MA 02108 Phone (617) 222-7435 Fax (617) 727-9368 E-mail mary.k.browne@state.ma.us

PROGRAM SUMMARY	The Massachusetts Executive Office of Elder Affairs (Elder Affairs) administers the SHIP in partnership with 17 regional subcontracting agencies, including municipal councils on aging and area agencies on aging. Paid state staff oversee the local sponsoring organizations which are managed by paid part time regional program directors and supported by volunteer counselors. Initial certification training is provided by the state's authorized trainers, including state staff. Ongoing monthly training, as well as regional publicity and outreach, is conducted by the regional program directors. Beneficiaries access services through a statewide toll-free telephone system which routes calls to the nearest local sponsor or by calling or local counseling site and scheduling an appointment.
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ADDITIONAL DATA	Volunteer Counselors: 500 State Staff (Paid) PT/FT: 2 Full Time / 2 Part Time Total Counties: 12 Number of Counties Served: 12 Number of local sponsoring organizations: 17
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MASSACHUSETTS LOCAL SPONSORS

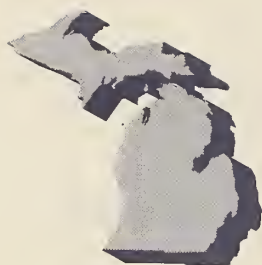
SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Chelsea, Malden, Revere, Winthrop Counties	Mystic Valley Elder Services	300 Commercial Street Malden, MA 02148	(781) 324-7705
Berkshire County	Elder Services of Berkshire County	66 Wendell Avenue Pittsfield, MA 01201	(800) 957-3557
Franklin, (Springfield, MA) Counties	Franklin County Home Care	330 Montague City Road Turners, MA 01376	(800) 498-4232
Hampden, (Springfield, MA) Counties	Springfield Dept. of Elder Services	45 East Court Street Springfield, MA 01103	(800) 307-4463
Worcester, (Worcester, Fitchberg) County	Central Mass Agency on Aging	360 West Boylston Street West Boylston, MA 01583	(800) 244-3032
Middlesex, Norfolk Counties	BayPath Elder Services	354 Waverly Street Framingham, MA 01583	(800) 287-7284
Norfolk County	Health and Social Services Consortium, Inc.	1 Merchant Street Sharon, MA 02067	(800) 462-5221
North Shore, South Essex Counties	Danvers COA	25 Stone Street Danvers, MA 01923	(800) 598-1122

MASSACHUSETTES LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Middlesex County	Minuteman Home Care	24 Third Avenue Burlington, MA 01803	(781) 272-7177
Merrimack Valley, North Essex Counties	Elder Services of Merrimack Valley	360 Merrimack St. Bldg. 5 Lawrence, MA 01843	(800) 892-0890
West Suburban, Middlesex, Needham COA Norfolk Counties		83 Pickering Street Needham, MA 02192	(617) 964-5009
Norfolk, Plymouth Counties	Quincy COA	83 Saratoga Street Quincy, MA 02171	(617) 376-1247
Suffolk County	Commission on Affairs of the Elderly	Boston City Hall Boston, MA 02201	(617) 635-3995
Barnstable, Dukes, Nantucket Counties	Chatham COA	193 Stoney Hill Road Chatham, MA 02633	(800) 334-9999
Plymouth County	Middleborough COA	558 Plymouth Street Middleborough, MA 02346	(508) 946-2489
Bristol, Plymouth Counties	Coastline Elderly Services.	1646 Purchase Street New Bedford, MA 02740	(508) 993-6510

MASSACHUSETTES LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Bristol County	Attleboro COA	25 So. Main Street Attleboro, MA 02703	(800) 987-2510



MICHIGAN

PROGRAM NAME

Medicare/Medicaid Assistance Program (MMAP)

SHIP WEBSITE

n/a

BENEFICIARY CONTACT

Toll-Free (800) 803-7174
Toll n/a

ADMINISTRATIVE AGENCY

Lynn Alexander
Michigan Office of Services to the Aging
Deputy Director
611 West Ottawa, 3rd Floor
Lansing, MI 48909

PROGRAM COORDINATOR

Sarah Slocum
6105 West Street Joseph Hwy, Suite 209
Lansing, MI 48917
Phone (517) 622-5226
Fax (517) 622-4217
E-mail slomath@acd.net

PROGRAM SUMMARY

MMAP is administered by the Michigan Office of Services to the Aging which contracts with the Area Agencies on Aging Association of Michigan to provide counseling. Forty-six volunteer coordinators are supervised by a statewide coordinator and an assistant. MMAP maintains an international toll-free line routing callers to the nearest MMAP office and has contracted with the Saginaw-Chippewa Indian tribe in a special outreach effort.

ADDITIONAL DATA

Volunteer Counselors: 400
State Staff (Paid) PT/FT: 3.1 Full Time
Total Counties: 83
Number of Counties Served: 83
Number of local sponsoring organizations: 40

MICHIGAN LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Jackson County	Department on Aging	134 W. Cortland Street Jackson, MI 49201	(517) 788-6880
Hillsdale County	Senior Center	51 Griswold Street Hillsdale, MI 49242	(517) 437-2422
Lenawee County	Department on Aging	1040 S. Winter Street Adrian, MI 49221	(517) 264-5280
Kalamazoo County	Senior Services Inc.	918 Jasper Kalamazoo, MI 49001	(616) 382-0515
Barry County	Commission on Aging	120 N. Michigan Ave. Hastings, MI 49058	(616) 948-4856
St. Joseph County	Commission on Aging	103 S. Douglas Ave. Three Rivers, MI 49093	(616) 279-8083
Eaton County	Capitol Area Community Services	1370 N. Clinton Trail Charlotte, MI 48813	(517) 543-6075
Clinton County	Capitol Area Community Services	1000 E. Sturgis, Suite One St. Johns, MI 48879	(517) 224-7998

MICHIGAN LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Saginaw County	Commission on Aging	2355 Schust Rd Saginaw, MI 48603	(517) 793-1657
Clare-Gladwin County	Services for the Aging	101 W. Michigan Farwell, MI 48622	(517) 588-9816
Gratiot County	Commission on Aging	615 S. Pine River St. Ithaca, MI 48847	(517) 875-5286
Isabella County	Commission on Aging	3480 S. Isabella Mt. Pleasant, MI 48858	(517) 772-0748
Midland County	Council on Aging	111 Strosacker Center Midland, MI 48640	(517) 835-3041
Sanilac, Tuscola, Huron Counties	Human Development Commission	227 N. Elk Sandusky, MI 48471	(810) 648-4497
Ionia County	Commission on Aging	115 Hudson Street Ionia, MI 48846	(616) 527-5955
Lake County	Council on Aging	P.O. Box 296 Baldwin, MI 49304	(800) 803-7174

MICHIGAN LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Mason County	Senior Center	140 S. Main Scottville, MI 49454	(616) 757-4705
Mecosta County	Commission on Aging	12954 80th Ave. Mecosta, MI 49332	(231) 972-2884
Montealm County	United Memorial Hospital	615 Bower Street Greenville, MI 48838	(616) 754-4691
Newaygo County	Commission on Aging	93 S. Gibbs Newaygo, MI 49349	(231) 689-2100
Washtenaw County	Catholic Social Services	5361 McAuley Dr. Ann Arbor, MI 48106	(734) 712-3625
Detroit, Hamtramck, Highland Park, Grosse Pointes, Harper Woods Cities	Region 1A Detroit Area Agency on Aging	1100 Michigan Bldg. Detroit, MI 48226	(313) 222-5320
Livingston, Macomb, Monroe, Oakland, St. Clair, Washtenaw Counties	Region 1B Area Agency on Aging	29100 Northwestern Southfield, MI 48034	(248) 262-9226
Wayne County	The Senior Alliance, Inc.	3850 Second Street Suite 201 Wayne, MI 48184	(734) 722-2830

MICHIGAN LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Jackson, Hillsdale, Lenawee Counties	Region 2 Area Agency on Aging	P.O. Box 646 Adrian, MI 49221	(517) 265-7881
Kalamazoo County	Area Agency on Aging 3-A	3299 Gull Road Nazareth, MI 49074	(616) 373-5153
Calhoun County	Area Agency on Aging 3-B	200 W. Michigan Ave. Battle Creek, MI 49017	(616) 966-2566
Branch, St. Joseph Counties	Area Agency on Aging 3-C	809 Marshall Road Coldwater, MI 49036	(888) 615-8009
Berrien, Cass, Van Buren Counties	Region 4 Area Agency on Aging	2900 Lakeview Avenue St. Joseph, MI 49085	(616) 983-0177
Gencsee, Lapeer, Shiawassee Counties	Region 5 Valley Area Agency on Aging	711 N. Saginaw Room 325-A Flint, MI 48503	(810) 239-7671
Clinton, Eaton, Ingham Counties	Region 6 Tri-County Office on Aging	5303 S. Cedar Street Lansing, MI 48911	(517) 887-1440
Bay, Clare, Gladwin, Gratiot, Huron, Isabella, Midland, Saginaw, Sanilac, Tuscola Counties	Region 7 Area Agency on Aging	126 Washington Ave. Bay City, MI 48708	(800) 758-1637

MICHIGAN LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Allegan, Ionia, Kent, Lake, Mason, Mecosta, Montcalm, Newaygo, Osceola Counties	Region 8 Area Agency on Aging	1279 Cedar NE Grand Rapids, MI 49503	(616) 456-5664
Alcona, Arenac, Alpena, Cheboygan, Crawford, Losco, Montmorency, Ogemaw, Oscoda, Otsego, Presque Isle, Roscommon Counties	Region 9 Area Agency on Aging	2375 Gordon Rd. Alpena, MI 49707	(517) 356-3474
Antrim, Benzie, Charlevoix, Emmet, Grand Traverse, Kalkaska, Leelanau, Manistee, Missaukee, Wexford Counties	Region 10 Area Agency on Aging	1609 Park Drive Traverse City, MI 49685	(616) 947-8920
Alger, Baraga, Chippewa, Delta, Dickinson, Gogebic, Houghton, Iron, Keweenaw, Luce, Mackinac, Marquette, Menominee, Ontonagon, Schoolcraft Counties	Region 11 Area Agency on Aging	2501 14th Ave. S. Escanaba, MI 49829	(906) 786-4701
Muskegon, Oceana, Ottawa Counties	Region 14 Area Agency on Aging	255 W. Sherman Muskegon Heights, MI 49444	(231) 739-5858
Association Office	Area Agencies on Aging	6105 W. St. Joseph, Suite 209 Lansing, MI 48917	(517) 886-1029
Gratiot County	Greatlakes Renal Network	330 S. Pine River St. Alma, MI 48801	(517) 466-3285

MICHIGAN LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Statewide	Saginaw-Chippewa Indiana Tribe	7070 E. Broadway Mt. Pleasant, MI 48858	(517) 772-5700



MINNESOTA

PROGRAM NAME	Minnesota Health Insurance Counseling Program (HIC)
SHIP WEBSITE	www.dhs.state.mn.us/aging
BENEFICIARY CONTACT	Toll-Free (800) 333-2433 Toll n/a
ADMINISTRATIVE AGENCY	James Varpness Minnesota Board on Aging Executive Director 444 Lafayette Road St. Paul, MN 55155-3843
PROGRAM COORDINATOR	Krista Boston 444 Lafayette Road St. Paul, MN 55155-3843 Phone (651) 296-0378 Fax (612) 297-7855 E-mail krista.boston@state.mn.us

PROGRAM SUMMARY	Health Insurance Counseling (HIC) was created in 1993 under the Minnesota Board on Aging which houses a fulltime coordinator for 52 local programs. A part-time Medicare+Choice coordinator works with the Medicare Aware Alliance, which includes SSA, Medicare contractors, State Insurance Department and Medicaid offices, to assist HIC counselors in understanding Medicare+Choice issues. Minnesota's participation in Operation Restore Trust has provided HIC counselors with skills in fraud identification and reporting techniques. A nationally accessible toll-free phone number, the Senior Linkage Line, is part of the information and assistance network that refers calls to the HIC program. Special outreach to the underserved includes Spanish and Hmong language services, assistance to residents of HUD housing sites, and county advocates to reach rural communities. Other outreach efforts targeting the low income elderly include QMB/SLMB & The Senior Drug Program.
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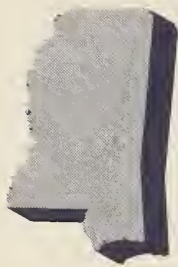
ADDITIONAL DATA	Volunteer Counselors: 500 State Staff (Paid) PT/FT: 2 Full Time Total Counties: 87 Number of Counties Served: 87 Number of local sponsoring organizations: 13
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MINNESOTA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Aitkin, Carlton, Cook, Itasca, Koochiching, Lake, St. Louis Counties	Arrowhead Area Agency on Aging	221 West 1st Street Duluth, MN 55802	(218) 722-5545
Benton, Sherburne, Stearns, Wright Counties	Central Minnesota Council on Aging	600 25th Ave. South St. Cloud, MN 56301	(320) 253-9349
Chisago, Isanti, Kanabec, Mille Lacs, Pine Counties	East Central Regional Development Commission	100 South Park Street Mota, MN 55051	(320) 679-4065
Big Stone, Chippewa, Lac Qui Parle, Swift, Yellow Medicine Counties	Upper Minnesota Valley Area Agency on Aging	323 West Schlieman Appleton, MN 56208	(320) 289-1981
Blue Earth, Brown, Faribault, LeSueur, Nicollet, Sibley, Martin, Waseca, Watonwan Counties	Region Nine Area Agency on Aging	410 Jackson Street Mankato, MN 56001	(507) 387-5643
Kandiyohi, McLeod, Meeker, Renville Counties	Mid-Minnesota Area Agency on Aging	333 E. 6th St, LL Willmar, MN 56201	(218) 894-1328
Becker, Clay, Douglas, Grant, Otter, Tail, Pope, Stevens, Traverse, Wilkin Counties	West Central Area Agency on Aging	P.O. Box 726 Fergus Falls, MN 56537	(218) 739-4617
Dodge, Fillmore, Freeborn, Goodhue, Houston, Mower, Olmsted, Rice, Steele, Wabasha, Winona Counties	Southeastern MN Area Agency on Aging, Inc.	421 SW 1 Ave., Rm. 201 Rochester, MN 55902	(507) 288-6944

MINNESOTA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Beltrami, Clearwater, Hubbard, Lake of the Woods, Mahnomen Counties	Headwaters Area Agency on Aging	403 4th Street Bemidji, MN 56601	(218) 751-3108
Kittson, Marshall, Norman, Pennington, Polk, Red Lake, Roseau Counties	Northwest Area Agency on Aging	115 South Main Ave. Warren, MN 56762	(218) 745-6733
Cass, Crow Wing, Morrison, Todd, Wadena Counties	Region Five Area Agency on Aging	611 Iowa Staples, MN 54679	(218) 894-3233
Cottonwood, Jackson, Lincoln, Lyon, Murray, Nobles, Pipestone, Redwood, Rock Counties	Southwestern Area Agency on Aging	2401 Broadway Ave. Suite 2 Slayton, MN 56172	(507) 836-8547
Anoka, Carver, Dakota, Hennepin, Ramsey, Scott, Washington Counties	Metro Area Agency on Aging, Inc.	1600 University Ave. Suite 300 St. Paul, MN 55104	(651) 641-8612



MISSISSIPPI

PROGRAM NAME	MS Insurance Counseling and Assistance Program (MICAP)
SHIP WEBSITE	www.mdhs.state.ms.us
BENEFICIARY CONTACT	Toll-Free (800) 948-3090 Toll (601) 359-4929
ADMINISTRATIVE AGENCY	Fran Bridges Mississippi Department of Human Services Director 750 North State Street, Suite 606 Jackson, MS 39202
PROGRAM COORDINATOR	Ivory Craig 750 N. State Street Jackson, MS 39202 Phone (601) 359-4956 Fax (601) 359-4370 E-mail icraig@mdhs.state.ms.us

PROGRAM SUMMARY	Mississippi's Insurance Counseling and Assistance Program (MICAP) is administered through the Department of Human Services, Aging and Adult Services Division. At the state level, a full time coordinator provides technical support and training. Local services are provided by 10 Area Agencies on Aging (AAA), each staffed by a full-time local coordinator. MICAP services are accessed via a nationwide toll-free line that directly routes the call depending on the caller's location. Mississippi's geography presents a challenge as MICAP works to reach underserved populations. Activities targeted to reach rural beneficiaries include hosting health fairs, partnering with churches and post offices in rural areas, and developing plain language materials
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ADDITIONAL DATA	Volunteer Counselors: 80 State Staff (Paid) PT/FT: 1 Full Time Total Counties: 82 Number of Counties Served: 82 Number of local sponsoring organizations: 10
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MISSISSIPPI LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Copiah, Hinds, Madison, Rankin, Simpson, Warren, Yazoo Counties	Central MS Area Agency on Aging	P.O. Box 4935 Jackson, MS 39296	(800) 315-3103
Alcorn, Benton, Marshall, Prentiss, Tippah, Tishomingo Counties	Northeast MS Area Agency on Aging	P.O. Box 600 Booneville, MS 38829	(800) 745-6961
Clark, Jasper, Kemper, Lauderdale, Leake, Neshoba, Newton, Scott, Smith Counties	East Central Area Agency on Aging	P.O. Box 499 Newton, MS 39345	(800) 264-2007
Bolivar, Humphreys, Sharkey, Issaquena, Sunflower, Washington Counties	South Delta Area Agency on Aging	P.O. Box 1776 Greenville, MS 38702	(800) 898-3055
Choctaw, Clay, Noxubee, Oktibbeha, Webster, Winston, Lowndes Counties	Golden Triangle Area Agency on Aging	P.O. Box 828 Starkville, MS 39760	(888) 324-9000
Covington, Forrest, George, Greene, Hancock, Harrison Jackson, Jefferson Davis, Jones, Lamar, Marion, Pearl River, Perry, Stone, Wayne Counties	Southern MS Area Agency on Aging	2015A 15th Street Gulfport, MS 39501	(800) 444-8014
Attala, Carroll, Grenada, Holmes, Leflore, Montgomery, Yalobusha Counties	North Central Area Agency on Aging	711 B. South Applegate Winona, MS 38967	(888) 427-0714

MISSISSIPPI LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Adams, Amite, Claiborne Franklin, Jefferson, Lawrence, Lincoln, Pike, Walthall, Wilkinson Counties	Southwest MS Area Agency on Aging	100 South Wall Street Natchez, MS 39120	(800) 338-2049
Coahoma, Desoto, Panola, Quitman, Tallahatchie, Tate, Tunica Counties	North Delta Area Agency on Aging	P.O. Box 1488 Batesville, MS 38601	(800) 844-2433
Calhoun, Chickasaw, Itawamba, Lafayette, Lee, Monroe, Union, Pontotoc Counties	Three Rivers Area Agency on Aging	P.O. Box 690 Pontotoc, MS 38863	(877) 489-6911



MISSOURI

PROGRAM NAME	Community Leaders Assisting the Insured of MO (CLAIM)
SHIP WEBSITE	n/a
BENEFICIARY CONTACT	Toll-Free (800) 390-3330 Toll n/a
ADMINISTRATIVE AGENCY	Chris Kehr Missouri State Department of Insurance Director P.O. Box 690, Truman Bldg. Jefferson City, MO 65102
PROGRAM COORDINATOR	Jay Dobbs 3425 Constitution Court, Suite E Jefferson City, MO 65109 Phone (573) 893-7900 x198 Fax (573) 893-5827 E-mail jay@mpcrf.org

PROGRAM SUMMARY	The Missouri Department of Insurance subcontracts services for the Community Leaders Assisting the Insured of Missouri (CLAIM) Program to the Missouri Patient Care Review Foundation (MPCRF). CLAIM has six full and part-time staff, including a director of communications/education, the program administrator, two training specialists, a customer service representative, and a customer service counselor. Most local sponsors are hospitals, with satellite counseling services in other accessible locations. CLAIM maintains a nationwide toll-free hotline, equipped with an automatic response unit available 9:00 a.m. to 4:00 p.m. weekdays.
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ADDITIONAL DATA	Volunteer Counselors: 210 State Staff (Paid) PT/FT: 6 Full Time Total Counties: 115 Number of Counties Served: 57 Number of local sponsoring organizations: 90
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MISSOURI LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Chariton, Carroll, Lafayette, Saline ,Johnson, Petlis, Henry, Benton, St.Clair, Hickory Counties	AAA-Warrensburg	106 West Young St. Warrensburg, MO 64093	(888) 515-6565
St. Louis County	Affton Senior Center	9801 McKenzie St. Louis, MO 63123	(314) 544-5100
Cape Girardea County	Apple Project	334 N. Frederick Cape Girardea, MO 63701	(573) 651-5467
St. Louis County	Arnold Senior Center	1540 Big Bill Rd. Arnold, MO 63010	(314) 296-0475
St. Louis County	Barnes-St. Peters	10 Hospital Drive St. Peters, MO 63376	(314) 926-9658
Bates County	Butler Senior Center	P.O. Box 245 Butler, MO 64730	(660) 679-5283
Callaway County	Callaway Community Hospital	110 Hospital Drive Fulton, MO 65251	(573) 642-6388
Cole County	Capital Region Medical Center	220 Eastwood Drive Jefferson City, MO 65101	(573) 681-2895

MISSOURI LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
St. Louis County	Christian Northeast	11133 Dunn Road St. Louis, MO 63141	(314) 362-5149
Henry County	Clinton RSVP	206 S. Baird Clinton, MO 64735	(660) 885-6512
Benton County	Cole Camp Senior Center	Box 87 Cole Camp, MO 65325	(660) 668-2352
Green County	Cox Hospital South	3535 South National Springfield, MO 65807	(417) 882-4700
Greene County	Cox Medical Centers	1423 North Jefferson Springfield, MO 65802	(417) 269-3617
St. Louis County	De Paul Health Center	12303 DePaul Drive Bridgeton, MO 63044	(314) 344-6497
St. Louis County	Deaconess Health System	6150 Oakland Avenue St. Louis, MO 63139	(314) 768-3000
Cedar County	El Dorado Springs Senior Center	SORT (Warrensburg) El Dorado Spas, MO 64744	(888) 515-6565

MISSOURI LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Dallas County	Engalls Senior Center	P.O. Box 161 Buffalo, MO 65622	(417) 345-8277
Clay County	Excelsior Springs City Hospital	P.O. Box 398 Excelsior Spg, MO 64024	(816) 630-6081
Newton County	Freeman Health System	1102 W. 32nd St. Joplin, MO 64804	(417) 625-5837
Franklin County	Gerald Senior Center	731 S. Main Gerald, MO 63037	(636) 296-0475
Buchanan County	Heartland Health Center	5325 Faraon St. Joseph, MO 64506	(816) 271-6620
Johnson County	Holden Senior Center	204 W. Second Street Holden, MO 64040	(816) 732-5757
Jackson County	Independence Regional	1509 W. Truman Road Independence, MO 64050	(816) 836-6676
St. Louis County	Jefferson Arms	4722 Brookton Way St. Louis, MO 63128	(314) 525-4242

MISSOURI LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
St. Louis County	Jewish Hospital	605 Old Ballas Rd. St. Louis, MO 63141	(314) 851-8690
Newton, Jasper Counties	Joplin AAA (#10)	1710 E. 32nd St. Joplin, MO 64084	(417) 781-7562
Adair County	Kirkville RSVP	P.O. Box 116 Kirkville, MO 63501	(816) 665-8314
St. Louis County	Kirkwood Senior Center	385 S. Taylor Street Kirkwood, MO 63122	(314) 965-1002
Miller County	Lake Ozarks General Hospital	54 Hospital Drive Osage Beach, MO 65065	(314) 348-8000
St. Louis County	Lemay Senior Center	9451 Gentry Lemay, MO 63125	(314) 631-8698
St. Clair County	Lowry City Senior Center	American Legion Bldg. Lowery City, MO 64763	(417) 644-7718
Butler County	Lucy Lee Hospital	2620 N. West Wood Bl Poplar Bluff, MO 63901	(573) 785-7721

MISSOURI LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
St. Louis County	Lutheran Medical Center	1412 Miami St. Louis, MO 63118	(314) 577-5800
St. Louis County	Maplewood Senior Center	7409 Flora Ave. Maplewood, MO 63143	(314) 644-6036
Saline County	Marshall Senior Center	72 West Morgan Marshall, MO 65340	(800) 886-4699
St. Louis County	Mehlville Senior Center	319 Sappington Barracks Mehlville, MO 63129	(314) 525-4242
St. Louis County	Mid-East Area Agency on Aging	14535 Manchester Manchester, MO 63011	(314) 962-7999
St. Louis County	Missouri Baptist Hospital	3015 North Ballas St. Louis, MO 63131	(314) 851-8690
Cole County	MPCRF	505 Hobbs Road., S-100 Jefferson, MO 65109	(314) 893-7900
Vernon County	Nevada Senior Center	SORT Nevada, MO 64772	(888) 515-6565

MISSOURI LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Holt County	Northwest Health Services	502 State Street Mound City, MO 64470	(816) 442-5419
Phelps County	Phelps County Memorial	707 S. Bishop, Suite 1 Rolla, MO 65401	(314) 364-3147
Jackson County	Research Medical Center	2316 E. Meyer Blvd. Kansas City, MO 64132	(816) 276-3707
St. Louis County	Shrewsbury Senior Center	7677 Watson Road Shrewsbury, MO 63119	(314) 968-8720
Cape Girardeau County	Southeast AAA	1219 N. Kingshighway Cape Girardeau, MO 63701	(314) 335-3331
St. Louis County	St. Anthony's Medical Center	10010 Kennerly Road St. Louis, MO 63128	(314) 525-1749
Franklin County	St. Clair Senior Center	510 Park Ave. St. Clair, MO 63077	(636) 296-0475
Jasper County	St. John's Regional Medical Center	2727 McClelland Road Joplin, MO 64804	(417) 625-2262

MISSOURI LOCAL SPONSORS

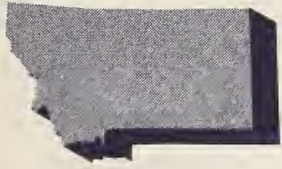
SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
St. Louis County	St. Joseph Health Center	300 First Capitol St. Charles, MO 63301	(636) 947-5000
St. Louis County	St. Louis Regional Medical Center	5535 Delmar Blvd. St. Louis, MO 63112	(314) 879-6477
Jackson County	St. Mary's Hospital	201 R.D. Mize Rd. Blue Springs, MO 64015	(816) 943-2794
Cedar County	Stockton Senior Center	Hwy 39 Stockton, MO 65785	(417) 276-5306
Crawford County	Sullivan Senior Center	Sappington Bridge Rd. Sullivan, MO 63080	(636) 296-0475
Franklin County	Union Senior Center	501 E. Main Street Union, MO 63084	(636) 296-0475
Buchanan County	University Extension Faucett	Box 187 Faucett, MO 64448	(816) 685-3231
Nodaway County	University Extension Maryville	520 South Vine Maryville, MO 64468	(660) 582-2389

MISSOURI LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Atchison County	University Extension Rock Port	605 East Cass Rock Port, MO 64482	(816) 744-2483
Phelps County	University Extension Rock Port	200 N. Main Rolla, MO 65401	(314) 364-3147
Andrew County	University Extension Savannah	1001 West Nelson Savannah, MO 64485	(816) 324-4043
St. Louis County	Urban League-West	5580 Pershing St. Louis, MO 63112	(314) 533-0550
Jackson County	Urban League of Kansas City	1710 Paseo Kansas City, MO 64108	(816) 761-8049
Franklin County	Washington Senior Center	2nd and High Streets Washington, MO 63090	(636) 296-0475
St. Louis County	Webster Groves Senior Center	546 N. Elm Ave. Webster Grove, MO 63119	(314) 781-4250
Hickory County	Wheatland Senior Center	SORT Wheatland, MO 65779	(888) 515-6565

MISSOURI LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Henry County	Windsor Senior Center	201 S. Main Windsor, MO 65350	(816) 647-3224
Franklin County	Hannibal Regional Hospital	P.O. Box 551, Hwy 36 W. Hannibal, MO 63401	(573) 248-5260
St. Louis	Barnes-West County Hospital	605 Old Ballas St. Louis, MO 63141	(314) 851-8690
Crawford County	Bourbon Senior Center	195 E. Elm Bourbon, MO 65441	(573) 732-4268



MONTANA

PROGRAM NAME	MT Partnership for Health Insurance Counseling Assistance Program (SHIP)
SHIP WEBSITE	n/a
BENEFICIARY CONTACT	Toll-Free (800) 332-2272 Toll (406) 444-7781
ADMINISTRATIVE AGENCY	Michael Hanshew Montana Department of Public Health/Human Services Administrator 111 North Sanders Helena, MT 59604
PROGRAM COORDINATOR	Gary Refsland 212 Ridge Trail Bozeman, MT 59715 Phone (406) 585-0773 Fax (406) 585-0773 E-mail grefsland@attglobal.net

PROGRAM SUMMARY	Montana's SHIP is administered by the Aging Services Bureau which oversees 11 regional SHIP staff and counselors who provide counseling in 56 counties and 7 Federal Indian reservations. The Office of Citizens Advocate, the advertised toll-free line for beneficiaries calling about information on Medicare, refers callers to the SHIP coordinator for in-depth counseling.
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ADDITIONAL DATA	Volunteer Counselors: 100 State Staff (Paid) PT/FT: none Total Counties: 56 Number of Counties Served: 56 Number of local sponsoring organizations: 11
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MONTANA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Big Horn, Carbon, Fergus, Golden Valley, Judith Basin, Musselshell, Petroleum, Stillwater, Sweet Grass, Wheatland, Yellowstone Counties	Area II Agency on Aging	1502 4th Street West, Box 127 Roundup, MT 59072	(406) 323-1320
Hill County	Area X Agency on Aging	2 West Second Street Havre, MT 59501	(406) 265-5464
Missoula County	Area XI Agency on Aging	227 West Front Missoula, MT 59802	(406) 728-7682
Cascade County	Area VIII Agency on Aging	501 Bay Drive Great Falls, MT 59405	(406) 454-6990
Blackfeet Reservation, Crow Indian Reservation, Fort Belknap Reservation, Fort Peck Reservation, Northern Cheyenne Reservation, Rocky Boy's Reservation	Area VII Agency on Aging	1445 Avenue B, Box 21838 Billings, MT 59102	(406) 252-4812
Lake, Lincoln, Mineral, Ravalli, Sanders Counties	Area VI Agency on Aging	110 Main Street, Suite 5 Polson, MT 59860	(406) 883-7284
Beaverhead, Deer Lodge, Granite, Madison, Powell, Silver Bow Counties	Area V Agency on Aging	115 Pennsylvania Ave. Anaconda, MT 58711	(406) 563-3110

MONTANA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Blaine, Chouteau, Glacier, Liberty, Pondera, Teton, Toole Counties	Area III Agency on Aging	323 South Main Conrad, MT 59425	(406) 278-7553
Flathead County	Area IX Agency on Aging	723 5th Avenue East Kalispell, MT 59901	(406) 758-5750
Carter, Custer, Daniels, Dawson, Fallon, Garfield, McCone, Phillips, Powder River, Prairie, Richard, Roosevelt, Rosebud, Sheridan, Treasure, Valley, Wibaux Counties	Area I Agency on Aging	100 Fir Street FP Glendive, MT 59330	(406) 377-3564
Broadwater, Gallatin, Jefferson, Lewis, Clark, Meagher, Park Counties	Area IV Agency on Aging	Box 1717 Helena, MT 59624	(406) 447-1680



NEBRASKA

PROGRAM NAME	NE Health Insurance Information, Counseling and Assistance (NICA)
SHIP WEBSITE	www.nol.org/home.ndoi
BENEFICIARY CONTACT	Toll-Free (800) 234-7119 Toll (402) 471-2201
ADMINISTRATIVE AGENCY	Tim Wagner State of Nebraska Department of Insurance Director 941 "O" Street, Suite 400 Lincoln, NE 68508
PROGRAM COORDINATOR	Tiffany Geis 941 "O" Street, Suite 400 Lincoln, NE 68508 Phone: (402) 471-2201 Fax: (402) 471-6559 E-mail: tgeis@mail.state.ne.us

PROGRAM SUMMARY	The Nebraska Health Insurance Counseling and Assistance (NICA) Program, part of the Nebraska Department of Insurance, contracts directly with two Area Agencies on Aging (AAA) and three independent groups to provide beneficiary assistance. Five regional representatives are responsible for volunteer counselors in their area. The NICA program office employs two full-time staff, a program coordinator and a program specialist. A toll-free telephone number routes beneficiaries to the regional office closest to them.
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ADDITIONAL DATA	Volunteer Counselors: 90 State Staff (Paid) PT/FT: 2 Full Time Total Counties: 99 Number of Counties Served: 99 Number of local sponsoring organizations: 6
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NEBRASKA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Cass, Otoe, Gage, Nemaha, Pawnee, Richardson, Thayer, Jefferson Howard, Merrick, Hamilton, Clay, Adams, Webster, Nuckoles Knox, Cedar, Dixon, Dakota, Thurston, Burt, Wayne, Stanton, Cuming, Colfax, Platte, Madison, Platte, Nance, Boone, Antelope, Cedar, Cherry, Keya Paha, Brown, Hall, Rock, Holt, Boyd, Knox Saunders, Butler, Polk, York, Seward, Fillmore, Saline, Johnson Counties	Buford Law Office	9910 N. 48th Omaha, NE 68152	(800) 234-7119
Douglas, Sarpy, Washington, Dodge Counties	Volunteers Intervening for Equity	1401 Farnam Street Omaha, NE 68102	(800) 234-7119
Lancaster County	NICA Program Office	941 "O" Street, Ste. 400 Lincoln, NE 68508	(800) 234-7119
Blaine, Loup, Garfield, Wheeler, Custer, Valley, Greeley, Sherman, Buffalo, Phelps, Kearney, Furnas, Harlan, Franklin Counties	South Central Nebraska Area on Agency on Aging	4623 2nd Ave., Suite 4 Kearney, NE 68847	(800) 234-7119

NEBRASKA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Grant, Hooker, Thomas, Arthur, McPherson, Logan, Keith, Lincoln, Perkins, Chase, Hayes Frontier, Dawson, Gosper, Dundy, Hitchcock, Red Willow Counties	West Central Nebraska Area Agency on Aging	120 W. 2nd Street North Platte, NE 69101	(800) 234-7119
Sioux, Dawes, Box Butte, Sheridan, Garden, Morrill, Scottsbluff, Banner, Kimball, Cheyenne, Garden, Deuel Counties	Western NE Legal Services	1423 1st Ave Scottsbluff, NE 69363	(800) 234-7119



NEVADA

PROGRAM NAME	State Health Insurance Advisory Program (SHIP)
SHIP WEBSITE	www.nvaging.net
BENEFICIARY CONTACT	Toll-Free (800) 307-4444 Toll n/a
ADMINISTRATIVE AGENCY	Mary Liveratti Division for Aging Services Administrator 1665 Hot Springs Road, Suite 159 Carson City, NV 89706
PROGRAM COORDINATOR	Myra Davis 340 North 11th Street, Suite 203 Las Vegas, NV 89101 Phone (702) 486-3796 Fax (702) 486-3592 E-mail nvship@govmail.state.nv.us

PROGRAM SUMMARY	SHIP is administered by the Division of Aging Services (DAS) through 4 regional offices located in Las Vegas, Reno, Carson City, and Elko. DAS contracts with an independent source for training. SHIP operates a nation-wide toll-free hotline weekdays from 8:00 a.m. to 4:00 p.m. A new project, Nevada Elders on the Net (NEON), provides 20 senior service sites with computer equipment enabling beneficiaries direct access to the Internet. SHIP counseling is available in Spanish, Mandarin/Cantonese, and Japanese.
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ADDITIONAL DATA	Volunteer Counselors: 80 State Staff (Paid) PT/FT: None Total Counties: 17 Number of Counties Served: 17 Number of local sponsoring organizations: 0
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NEW HAMPSHIRE

PROGRAM NAME	Health Insurance Counseling Education and Assistance Services (HICEAS)
SHIP WEBSITE	n/a
BENEFICIARY CONTACT	Toll (800) 852-3388 Toll-Free (603) 225-9000
ADMINISTRATIVE AGENCY	Catherine Keane New Hampshire Department of Human Services Director 129 Pleasant Street Concord, NH 03301-3843
PROGRAM COORDINATOR	Lloyd Farnham 129 Pleasant Street Concord, NH 03301-3843 Phone (603) 271-0966 Fax (603) 271-4643 E-mail 1farnham@dhhs.state.nh.us.
PROGRAM SUMMARY	HICEAS is subcontracted by the New Hampshire Department of Health and Human Services, Division of Elderly and Adult Services (DEAS) to the Community Services Council of New Hampshire. Six district coordinators oversee HICEAS volunteer counselors. Through extensive coordination with the University of New Hampshire's Cooperative Extension Program, NH HELPLINE offers 24-hour, 7 day- a-week assistance to beneficiaries; a separate 24 hour toll-free line is available to counselors.
ADDITIONAL DATA	Volunteer Counselors: 250 State Staff (Paid) PT/FT: 1 Part Time Total Counties: 10 Number of Counties Served: 10 Number of local sponsoring organizations: 11

NEW HAMPSHIRE LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Belkap, Carroll, Cheshire, Coos, Grafton, Hillsborough, Merrimack, Rockingham, Strafford, Sullivan Counties	Division of Elderly and Adult Services	129 Pleasant Street Concord, NH 03301	(603) 271-0966
SAME	Community Services Council of New Hampshire	2 Industrial Park Drive Concord, NH 03301	(603) 225-9694
SAME	University of New Hampshire Cooperative Extension	325 Nesmith Hall Durham, NH 03824	(603) 862-0092
SAME	New Hampshire Help Line	2 Industrial Park Drive Concord, NH 03301	(603) 225-9000
SAME	NH Protecting Quality Health Care	2 Industrial Park Drive Concord, NH 03301	(603) 228-0223
SAME	Southwestern Community Service	360 Sunapee Street Newport, NH 03773	(603) 863-0829
SAME	Southern New Hampshire Services	1915 Front Street #11 Manchester, NH 03102	(603) 634-1169

NEW HAMPSHIRE LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
SAME	The Salvation Army-McKenna House	100 South Fruit Street Concord, NH 03301	(603) 228-3505
SAME	Raymond Community Action Center	55 Prescott Road Raymond, NH 03077	(603) 895-2896
SAME	Tri-County Community Action Program	30 Exchange Street Berlin, NH 03570	(603) 752-7001
SAME	Strafford County Community Action	150 Wakefield St., Ste.6 Rochester, NH 03867	(603) 332-3963



NEW JERSEY

PROGRAM NAME	State Health Insurance Assistance Program (SHIP)
SHIP WEBSITE	www.state.nj.us/health
BENEFICIARY CONTACT	Toll-Free (800) 792-8820 Toll (609) 588-3139
ADMINISTRATIVE AGENCY	Christine Grant New Jersey Department of Health & Senior Services Commissioner P.O. Box 360 Trenton, NJ 08625-0360
PROGRAM COORDINATOR	Deborah Breslin Box 807 or Quakerbridge Blvd/Bldg. 12B Trenton, NJ 08625-0807 Phone: (609) 588-3385 Fax: (609) 588-4565 E-mail: dbreslin@doh.state.nj.us

PROGRAM SUMMARY	The State Health Insurance Assistance Program is administered by the New Jersey Department of Health and Senior Services, Division of Senior Affairs, which contracts with each of New Jersey's 21 Area Agencies on Aging to oversee SHIP activities at the local level. Some counties have specific sites where counselors are available on given days of the week at given times. Other counties provide locations for counselors to meet with clients as needed. A toll-free line is staffed by trained staff. Administrative staff and local programs conduct many outreach and educational events.
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ADDITIONAL DATA	Volunteer Counselors: 330 State Staff (Paid) PT/FT: 4 Full Time Total Counties: 21 Number of Counties Served: 21 Number of local sponsoring organizations: 21
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NEW JERSEY LOCAL SPONSORS

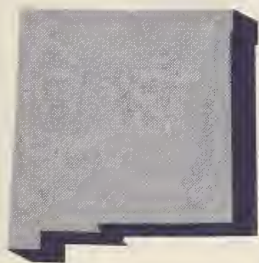
SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Atlanta County	Office of Intergenerational Services	101 South Shore Road Northfield, NJ 08225	(888) 426-9243
Bergen County	Senior Services	109 W. Wing 21 Main St. Hackensack, NJ 07601	(201) 646-2625
Burlington County	Retired Senior Volunteer Program	Rte. 530 Pemberton, NJ 08068	(609) 894-9311 x7498
Camden County	Senior Services/The Parkview on the Terrace	700 Browning Rd, Ste. 11 W. Collingswood, NJ 08107	(800) 955-2446
Cape May County	Department of Aging	4005 RTE 9, South Rio Grande, NJ 08242	(609) 886-8138
Cumberland County	Office of Aging County	790 E. Commerce St. Bridgeton, NJ 08302	(609) 453-8066
Essex County	Senior Services Corps.	439 Main Street Orange, NJ 07050	(973) 673-0640 ext. 24
Gloucester County	Retired Senior Volunteer Program	1400 Tanyard Rd Sewell, NJ 08080	(609) 468-1742

NEW JERSEY LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Hudson County	Office of Aging	595 County Ave. Bldg. 2 2nd Floor Secaucus, NJ 07094	(201) 271-4322
Hunterdon County	Office of Aging Community Services Bldg.	6 Gauntt Place Flemington, NJ 08822	(908) 788-1361
Mercer County	Princeton Senior Resource Center	Spruce Circle Princeton, NJ 08540	(609) 924-7108
Middlesex County	Office of Aging	JFK Square, 5th FL New Brunswick, NJ 08903	(732) 745-3295
Monmouth County	Family & Children's Services	1900 Highway, 35 South Oakhurst, NJ 07755	(732) 531-5511
Morris County	Retired Senior Volunteer Program	280 W. Hanover Avenue Morristown, NJ 07960	(973) 538-7947
Ocean County	Senior Services	1027 Hooper Ave. Bldg. 2 Toms River, NJ 08754	(732) 929-2091
Passaic County	Division of Family Service	209 Totowa Road Wayne, NJ 07470	(973) 881-4950

NEW JERSEY LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Salem County	Office of Aging	98 Market St. Salem, NJ 08079	(609) 935-7510
Somerset County	Retired Senior Volunteer Program	N. Bridge & High Streets Box 3000 Somerville, NJ 08876	(908) 704-6319
Sussex County	Office of Aging/Newton Memorial Hospital	175 High Street Newton, NJ 07860	(973) 579-0555
Union County	Retired Senior Volunteer Program	505 South Ave. E. Cranford, NJ 07016	(908) 497-3948
Warren County	Office of Aging/W. Dumont Jr. Adm. Bldg.	165 County Rd. Rte. 519 S. Belvidere, NJ 07823	(908) 475-6591



NEW MEXICO

PROGRAM NAME	Health Insurance & Benefits Assistance Corps (HIBAC)
SHIP WEBSITE	n/a
BENEFICIARY CONTACT	Toll-Free (800) 432-2080 Toll n/a
ADMINISTRATIVE AGENCY	JoAnn Salazar New Mexico State Agency on Aging Deputy Director 228 E. Palace Avenue Santa Fe, NM 87501
PROGRAM COORDINATOR	Gerald Garcia 228 E. Palace Ave, Ground Floor Santa Fe, NM 87501 Phone (505) 827-7640 Fax (505) 827-7649 E-mail gerald.garcia@state.nm.us

PROGRAM SUMMARY	The Health Insurance and Benefits Assistance Corps (HIBAC) Program is administered by the State Agency on Aging which contracts with six Area Agencies on Aging (AAA). Two centrally based managers and one information specialist support 3 part-time regional coordinators employed by the AAAs. The HIBAC Program utilizes senior center or AAA offices for program counseling services. A toll-free line is staffed by volunteers and staff located at the State Agency on Aging office. HIBAC conducts a door-to-door public benefits outreach and screening initiative for local residents as well as Native American elders.
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ADDITIONAL DATA	Volunteer Counselors: 141 State Staff (Paid) PT/FT: 1 Full Time Total Counties: 33 Number of Counties Served: 33 Number of local sponsoring organizations: 4
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NEW MEXICO LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Bernalillo County	Medicare Health Insurance Counseling Program	714 7th Street SW Albuquerque, NM 87102	(505) 764-6426
Colfax, Mora, San Miguel, Taos, Santa Fe, Torrance Valencia, Sandoval, Rio Arriba, San Juan, McKinley, Cibola, Las Alamos Counties	North Central NM EDD	P.O. Box 5115 Santa Fe, NM 87502	(505) 476-0321
Union, Harding, Quay, Guadalupe, Curry, Debaca, Roosevelt, Chaves, Lincoln, Eddy, Leas Counties	Eastern NM AAA, Inc.	901 West 13th Street Clovis, NM 88101	(505) 762-6228
Socorro, Catron, Grant, Sierra, Otero, Donaana, Luna, Hidalgo Counties	Southwestern NM AAA, Inc.	1151 Heather Avenue Las Cruces, NM 88005	(800) 497-3646



NEW YORK

PROGRAM NAME	Health Insurance Information Counseling and Assistance Program (HIICAP)
SHIP WEBSITE	www.hiicap.state.ny.us
BENEFICIARY CONTACT	Toll-Free (800) 333-4114 Toll (212) 869-3850
ADMINISTRATIVE AGENCY	Walter G. Hoefler New York State Office for the Aging Director 2 Empire State Plaza, Agency Bldg., #2 Albany, NY 12223-1251
PROGRAM COORDINATOR	Ann R. Krull 2 Empire State Plaza, Agency Bldg., #2 Albany, NY 12223-1251 Phone: (518) 473-5108 Fax: (518) 486-2225 E-mail: ann.krull@ofa.state.ny.us

PROGRAM SUMMARY	The New York Health Insurance Information, Counseling and Assistance Program (HIICAP) is run by the State Office for the Aging. The program administers grants to 54 local area agencies on aging to operate counseling programs. HIICAP also operates a highly developed web site including links to related sites such as www.medicare.gov . They also have a hot line that is not only available to consumers 20 hours per week, but provides technical assistance to counselors as well. The HIICAP team produces a newsletter called the HIICAP Clearinghouse that is circulated to 850 professionals and volunteers who provide counseling and assistance to Medicare beneficiaries.
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ADDITIONAL DATA	Volunteer Counselors: 600 State Staff (Paid) PT/FT: 5 Full Time Total Counties: 60 Number of Counties Served: 54 Number of local sponsoring organizations: 54
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NEW YORK LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Albany County	Albany Co. Dept. for the Aging	112 State Street, Rm. 710 Albany, NY 12207	(518) 447-7179
Allegany County	Allegany Co. Office for the Aging	17 Court Street Belmont, NY 14813	(716) 268-9390
Binghamton County	Action for Older Persons, Inc.	30 West State Street Binghamton, NY 13901	(607) 722-1251
Cattaraugus County	Cattaraugus Co. Department of the Aging	1701 Lincoln Avenue Suite 7610 Olean, NY 14760	(716) 373-8032
Cayuga County	Cayuga Co. Office of the Aging	160 Genesee Street Auburn, NY 13021	(315) 253-1226
Chautauqua County	Chautauqua Co. Office for the Aging	7 North Erie Street Mayville, NY 14757	(716) 753-4471
Chemung County	Chemung Co. Office for the Aging	425 Pennsylvania Avenue Elmira, NY 14904	(607) 737-5520
Chenango County	Chenango Co. Area Agency on Aging	5 Court Street Norwich, NY 13815	(607) 337-1770

NEW YORK LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Cortland County	Cortland Co. Office for the Aging	60 Central Avenue Cortland, NY 13045	(607) 753-5060
Delaware County	Delaware Co. Office for the Aging	6 Court Street Delhi, NY 13753	(607) 746-6333
Dutchess County	Dutchess Co. Office for the Aging	27 High Street Poughkeepsie, NY 12601	(914) 486-2555
Franklin County	Franklin Co. Office for the Aging	63 West Main Street Malone, NY 12953	(518) 481-1533
Fulton County	Fulton Co. Office for the Aging	19 North William Street Johnstown, NY 12095	(518) 736-5650
Genesee County	Genesee Co. Office for the Aging	2 Bank Street Batavia, NY 14020	(716) 343-1611
Green County	Greene Co. Office for the Aging	159 Jefferson Heights Suite B-103 Catskill, NY 12414	(518) 943-5332

NEW YORK LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Jefferson County	Jefferson Co. Office for the Aging	250 Arsenal Street Watertown, NY 13601	(315) 785-3191
Lewis County	Lewis Co. Office for the Aging	Outer Stowe Street Lowville, NY 13467	(315) 376-5313
Livingston County	Livingston Co. Office for the Aging	8 Livingston County Campus Mt. Morris, NY 14510	(716) 243-7520
Madison County	Madison Co. Office for the Aging	43 East Main Street, Morrisville, NY 13408	(315) 684-7870
Monroe County	Monroe Co. Office for the Aging	50 W. Main Street, Ste. 4100 Rochester, NY 14614	(716) 428-4968
Montgomery County	Montgomery Co. Office for the Aging	380 Guy Park Avenue Amsterdam, NY 12010	(518) 843-2300
Nassau County	Family Services Assoc. of Nassau Co.	336 Fulton Avenue Hemstead, NY 11550	(516) 292-1300 x2272
New York City	Medicare Rights Center	1460 Broadway, 11th Fl. New York, NY 10036	(212) 869-3850 x15

NEW YORK LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
New York City	New York City Dept. for the Aging	2 Lafayette Street, 16th Fl. New York, NY 10007	(212) 442-1382
Niagara County	Niagara Co. Office for the Aging	100 Davison Road Lockport, NY 14094	(716) 439-7830
Oneida County	Oneida Co. Office for the Aging	520 Sensca Street Utica, NY 13502	(315) 798-5770
Oneida County	ElderLife, Inc. (Oneida Co.)	1312 Genesee Street Utica, NY 13502	(315) 733-7707
Onondaga County	Onondaga Co. Dept. of Aging & Youth	421 Montgomery Street Syracuse, NY 13202	(315) 435-2362
Ontario County	Ontario Co. Office for the Aging	3010 County Complex Dr. Canandaigua, NY 14424	(716) 396-4040
Orange County	Orange Co. Office for the Aging	30 Matthew Street, Ste. 201 Goshen, NY 10924	(914) 291-2150
Orleans County	Orleans Co. Office for the Aging	14106 Route 31W Albion, NY 14411	(716) 589-3191 x3299

NEW YORK LOCAL SPONSORS

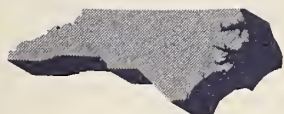
SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Oswega County	Oswego Co. Office for the Aging	70 Bunner Street Oswega, NY 13126	(315) 349-3484
Otsego County	Otsego Co. Office for the Aging	197 Main Street, Cty Bldg. Cooperstown, NY 13326	(607) 547-6460 x547
Putnam County	Putnam Co. Office for the Aging	110 Old Route 6, Bldg. #1 Carmel, NY 10512	(914) 225-1034
Rensselaer County	Rensselaer Co. Dept. for the Aging	1600 Seventh Avenue Troy, NY 12180	(518) 270-2730
Rockland County	Rockland Co. Office for the Aging	Dr. R.L.Yeager Health Building B Pomona, NY 10970	(914) 364-2118
Saratoga County	Saratoga Co. Office for the Aging	152 West High Street Ballston Spa, NY 12020	(518) 844-4100
Schoharie County	Schoharie Co. Office for the Aging	122 East Main Street Cobleskill, NY 12043	(518) 234-4219
Schuyler County	Schuyler Co. Office for the Aging	336 West Main Street Montour Falls, NY 14865	(607) 535-7108

NEW YORK LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
St. Lawrence County	St. Lawrence Co. Office for the Aging	48 Court Street Canton, NY 13617	(315) 379-2204
Steuben County	Steuben Co. Office for the Aging	3 E. Pulterney Square Bath, NY 14810	(607) 776-7813
Suffolk County	Retired Senior Volunteer Program	One West Main Street Smithtown, NY 11787	(516) 979-9490
Sullivan County	Sullivan Co. Office for the Aging	100 North Street Monticello, NY 12701	(914) 794-3000 x5000
Tioga County	Tioga Opportunities, Inc.	9 Sheldon Guile Blvd. Owego, NY 13827	(607) 687-4120
Tompkins County	Tompkins Co. Senior Citizen Council	119 West Court Street Ithaca, NY 14850	(607) 273-1511
Ulster County	Ulster Co. Office for the Aging	1101 Development Court Kingston, NY 12401	(914) 340-3456
Warren, Hamilton Counties	Warren/Hamilton Counties Office for the Aging	1340 State Route 9 Lake George, NY 12845	(518) 761-6347

NEW YORK LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Washington County	Washington Co. Office for the Aging and Nutrition	411 Lower Main Street Hudson Falls, NY 12839	(518) 746-2420
Wayne County	Wayne Co. Office for the Aging	1519 Nye Road, Ste. 300 Lyons, NY 14489	(315) 946-5624
Westchester County	Westchester Co. Office for the Aging	9 South First Avenue Mt. Vernon, NY 10550	(914) 665-5942
Wyoming County	Wyoming Co. Office for the Agging	5362 Mungers Mill Road Silver Springs, NY 14550	(716) 786-8833
Yates County	Yates Co. Office for the Aging	5 Collins Avenue Penn Yan, NY 14527	(315) 536-2368



NORTH CAROLINA

PROGRAM NAME	Seniors' Health Insurance Information Program (SHIIP)
SHIP WEBSITE	www.sips.state.nc.us/doi/shiip/
BENEFICIARY CONTACT	Toll-Free (800) 443-9354 Toll (919) 733-0111
ADMINISTRATIVE AGENCY	Jim Long North Carolina Department of Insurance Commissioner 111 Seaboard Avenue Raleigh, NC 27604
PROGRAM COORDINATOR	Carla Suitt Obiol 111 Seaboard Avenue Raleigh, NC 27604 Phone (919) 733-0111 Fax (919) 733-3682 E-mail cobiol@mail.doi.state.nc.us

PROGRAM SUMMARY

North Carolina's Seniors' Health Insurance Information Program (SHIIP) was created in 1986 as a division of the North Carolina Department of Insurance. The full-time SHIP staff includes a director, assistant director, 6 trainers, 3 communication specialists, an outreach coordinator, an administrative assistant and receptionist. SHIP can be reached via a statewide toll free line or at the 107 sponsored counseling sites across the state's 100 counties. There are 116 SHIP coordinators and 1138 SHIP volunteers serving these sites. Sponsoring agencies include County Council on Aging offices, NC Cooperative Extension Services offices, RSVP offices, senior centers, and hospitals. SHIP provides information to consumers through its volunteer network, its toll free line, and by developing educational materials for use by consumers. SHIP also reaches the community through its direct mailer to newly turned 65 year olds, its monthly consumer newspaper column, and appearances on live TV call-in programs such as "Open Net" and "Inside North Carolina". Recent outreach efforts to target special populations include distributing SHIP brochures and posters to African American providers, conducting a public forum for the Lumbee Indian Tribe, and participating in the North Carolina Mammography Coalition and the North Carolina Statewide Immunization Committee. SHIP is also training volunteers on Medicare-Aid programs for dual eligible in five eastern NC counties.

ADDITIONAL DATA

Volunteer Counselors: 1138
State Staff (Paid) PT/FT: 14 Full Time
Total Counties: 100
Number of Counties Served: 100
Number of local sponsoring organizations: 107

NORTH CAROLINA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Alamance County	Senior Center	1535S. Mebane Street Burlington, NC 27216	(336) 222-5135
Alexander County	Alexander Senior Center	590 7th Street, NW Taylorsville, NC 28681	(828) 632-1717
Alleghany County	Cooperative Extension	90 South Main Street Sparta, NC 28675	(336) 372-8047
Anson County	Cooperative Extension	605 McLaurin Street Wadesboro, NC 28170	(704) 694-2915
Ashe County	Ashe County Services for the Aging, Inc.	180 Chattyrob Lane West Jefferson, NC 28694	(336) 246-4347
Avery County	Avery Senior Center	165 Schultz Road Newland, NC 28657	(828) 733-8220
Beaufort County	Dept. of Social Service	310 W. Main Street Washington, NC 27889	(252) 975-5547
Bertie County	Bertie Council of Aging	103 W. School Street Windsor, NC 27983	(252) 794-5315

NORTH CAROLINA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Bladen County	Bladen County Division on Aging	608 McLeod Street Elizabethtown, NC 28337	(910) 862-6935
Brunswick County	Cooperative Extension	25 Referendum Bolivia, NC 28422	(910) 253-2610
Buncombe County	Buncombe County Council on Aging	50 S. French Broad Ave. Asheville, NC 28801	(704) 258-8028 x19
Burke County	Morganton-Burke Senior Center	501 N. Green Street Morganton, NC 28655	(828) 438-5447
Cabarrus County	Cabarrus County Dept. on Aging	331 Corbin Avenue Concord, NC 28026	(704) 788-9899
Caldwell County	Caldwell Senior Center	650 A. Pennton Ave. Lenoir, NC 28645	(828) 758-2883
Camden County	Camden County Senior Center	Hwy. 343, 117 North Camden, NC 27921	(252) 338-7611
Craven County	Cooperative Extension	300 Industrial Drive New Bern, NC 28562	(252) 633-1477

NORTH CAROLINA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Carteret County	Senior Enrichment Center	3820 Galantis Drive Morehead City, NC 28557	(252) 247-2626
Caswell County	Cooperative Extension	126 Court Square Yanceyville, NC 27279	(336) 694-4158
Catawba County	West Hickory Senior Center	400 Seventeenth St. S.W. Hickory, NC 28603	(828) 328-2269
Chatham County	Senior Center	Hwy 365, P.O. Box 715 Pittsboro, NC 27312	(919) 542-4512
Cherokee County	Cherokee County Senior Services	105 Alpin Street Murphy, NC 28906	(828) 837-2467
Chowan County	Cooperative Extension	113 East King Street Edenton, NC 27932	(252) 482-8431
Clay County	Senior Center	196 Ritter Road Hayesville, NC 28904	(828) 389-9271
Cleveland County	Senior Center	408 E. Marion Shelby, NC 28150	(704) 482-3488

NORTH CAROLINA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Columbus County	Cooperative Extension	112 W. Smith Street Whiteville, NC 28472	(910) 640-6607
Cumberland County	Coordinating Council on Older Adults	339 Devers Street Fayetteville, NC 28303	(910) 484-0111
Currituck County	Cooperative Extension	P.O. Box 10 Currituck, NC 27929	(252) 232-2261
Dare County	Senior Center	P.O. Box 1000 Manteo, NC 27954	(252) 441-1181
Davidson County	Davison County Senior Services	935 N. Main Street Lexington, NC 27292	(336) 242-2290
Davie County	Davie Senior Center	622 N. Main Street Mocksville, NC 27028	(336) 751-0611
Duplin County	Services for the Aged	213 Seminary Street Kenansville, NC 28349	(910) 296-2140
Durham County	Cooperative Extension	721 Forster Street Durham, NC 27701	(919) 560-0521

NORTH CAROLINA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Edgecombe County	E.L. Roberson Center	305 W. Baker Street Tarboro, NC 27886	(252) 641-4279
Forsyth County	The Shepherd's Center of Greater Winston-Salem	2569 Reynolda Road Winston-Salem, NC 27106	(336) 748-0217
Franklin County	Senior Center	602 E. Mason Street Franklinton, NC 27525	(919) 494-5611
Gaston County	Cooperative Extension	103 Cherryville Hwy. Dallas, NC 28034	(704) 922-2126
Gates County	Cooperative Extension	P.O. Box 46 Gatesville, NC 27938	(252) 357-1400
Graham County	Graham, Swain County Health Dept.	P.O. Box 546 Rodney Oor Bypass Robbinsville, NC 28771	(828)479-4201
Granville County	Senior Center	120 B Orange Street Oxford, NC 27565	(919) 693-1930
Greene County	Cooperative Extension	229 Kinggold Blvd. Ste.,E Snow Hill, NC 28580	(252) 747-5831

NORTH CAROLINA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Guilford County	United Services for Older Adults	301 E. Washington Street Greenboro, NC 27401	(336) 884-6981
Halifax County	Cooperative Extension	359 Ferrell Lane Halifax, NC 27839	(252) 583-5161
Harnett County	RSVP	309 Cornelius Harnett Blvd. Lillington, NC 27546	(910) 893-7579
Haywood County	RSVP/Mountain Project	Rt.1 Box 732 Waynesville, NC 28786	(828) 452-1447 x35
Henderson County	Pardee Education Center	Blue Ridge Mall Hendersonville, NC 28793	(828) 692-4600
Hertford County	Hertford County Senior Center	Rt. 1 Box 3-G Winton, NC 27986	(252) 358-7856
Hoke County	Senior Services of Hoke County	132 West Elwood Avenue Raeford, NC 28376	(910) 875-8588
Hyde County	Cooperative Extension	35 Second Street Swan Quarter, NC 27885	(252) 926-3201

NORTH CAROLINA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Iredell County	Iredell County Council on Aging	344 East Front Street Statesville, NC 28677	(704) 873-8568
Jackson County	Department on Aging	30 Central Street Sylva, NC 28779	(828) 586-8562
Johnston County	Johnston County Council on Aging	213 N. Seventh Street Smithfield, NC 27577	(919) 934-6066
Jones County	Cooperative Extension	2 S. Market Street Trenton, NC 28585	(252) 448-9621
Lee County	The Enrichment Center	1615 S. Third Street Sanford, NC 27330	(919) 776-0501
Lenoir County	Cooperative Extension	4379 Hwy. 11N Grifton, NC 28530	(252) 523-9339
Lincoln County	Cooperative Extension	115 W. Main Street Lincolnton, NC 28092	(704) 736-8461
Macon County	Macon County Dept. on Aging	125 Hyatt Road Franklin, NC 28734	(828) 349-2058

NORTH CAROLINA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Madison County	Marshall Senior Center	25 Long Beach Rd. Marshall, NC 28753	(828) 649-2722
Martin County	Martin County Council on Aging	210 W. Liberty Street Williamston, NC 27892	(252) 792-1027
McDowell County	Council on Aging-Senior Center	Crawford Street Marion, NC 28752	(828) 652-8953
Mecklenburg County	Charlotte-Mecklenburg Senior Center	2225 Tyvola Road Charlotte, NC 28210	(704) 522-6222
Mitchell County	Mitchell County Senior Center	120 School Road Bakersville, NC 28705	(828) 688-3019
Montgomery County	Cooperative Extension	203 W. Main Street Troy, NC 27371	(910) 576-6011
Moore County	Moore County Dept. on Aging	302 Monroe Street Carthage, NC 28387	(910) 947-2881
Nash County	Region L Council of Governments	309 S. Wesleyan Blvd. Rocky Mount, NC 27802	(252) 446-0411

NORTH CAROLINA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
New Hanover County	Retired Senior Volunteer Program	2222 S. College Road Wilmington, NC 28403	(910) 452-6400
Northhampton County	J. W. Faison Senior Center	Hwy. 305 N. Jackson, NC 27845	(252) 534-1012
Onslow County	Council on Aging	105 Third Street Jacksonville, NC 28540	(910) 455-2747
Orange County	Orange County Dept. on Aging	400 S. Elliott Rd. Chapel, NC 27514	(919) 968-2082
Pamlico County	Pamlico Senior Center	800 Main Street Alliance, NC 28509	(252) 745-7196
Pasquotank County	Cooperative Extension	1209 McPherson Street Elizabeth City, NC 28425	(252) 338-3954
Pender County	Pender Adult Services	901 S. Walker Street Burgaw, NC 28425	(910) 259-9119
Perquimans County	Cooperative Extension	608 Edenton Road Street Hertford, NC 27944	(252) 426-7697

NORTH CAROLINA LOCAL SPONSORS

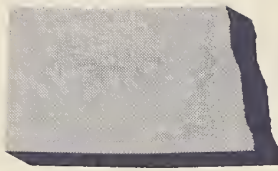
SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Person County	Cooperative Extension	121-A Depot Roxboro, NC 27573	(336) 599-7484
Polk County	Senior Center	500 Carolina Drive Tryon, NC 28782	(828) 859-9707
Pitt County	Council on Aging	1717 W. Fifth St. Greenville, NC 27858	(252) 752-1717
Randolph County	Randolph County Senior Adults	133 West Wianman Asheboro, NC 27204	(800) 252-2899
Richmond County	Cooperative Extension	114 Franklin St. Rockingham, NC 28379	(910) 997-8255
Robeson County	Lumbree Electric Corporation	605 East Fourth Avenue Red Springs, NC 28377	(910) 843-4131 x251
Rockingham County	Senior Center	201 N. Washington Avenue Reidsville, NC 27320	(336) 349-1088
Rowan County	Senior Services of Rowan County	1120-A Walnut Street Salisbury, NC 28144	(704) 636-2344

NORTH CAROLINA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Rutherford County	Department on Aging	193 Callahoon Koon Road #132 Spindale, NC 28160	(828) 287-6409
Sampson County	Sampson Co. Dept. of Aging	371 Rowan Road Clinton, NC 28328	(910) 592-4653
Scotland County	Scotland	P.O. Box 1668 Waurinburg, NC 28353	N/A
Stanly County	Cooperative Extension	26032E. Newt Road Albemarle, NC 28001	(704) 986-3750
Stokes County	Senior Center	P.O. Box 29 Danbury, NC 27016	(336) 593-8156
Surry County	Cooperative Extension	P.O. Box 324 Dobson, NC 27017	(336) 401-8035
Swain County	State of Franklin Services for Senior Citizens	P.O. Box 356 Bryson, NC 28713	(336) 488-3047
Tyrell County	Cooperative Extension	104 South Broad Street Columbia, NC 27925	(252) 796-1581

NORTH CAROLINA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Vance County	Council on Aging	126 S. Garnett Street Henderson, NC 27536	(252) 430-0257
Watauga County	Cooperative Extension	971 W. King Street Boone, NC 28607	(828) 264-3061
Wayne County	Services for the Aged	204 East Walnut Goldsboro, NC 27503	(919) 731-1591
Wilson County	Cooperative Extension	1806 S. Goldsboro Street Wilson, NC 27895	(252) 237-0112
Yancey County	Yancey County Committee on Aging	10 Swiss Avenue Burnsville, NC 28714	(828) 682-6011



NORTH DAKOTA

SHIP PROFILE

PROGRAM NAME Senior Health Insurance Counseling (SHIC)

SHIP WEBSITE www.state.nd.us/ndins/

BENEFICIARY CONTACT Toll-Free (800) 247-0560
Toll (701) 328-2440

ADMINISTRATIVE AGENCY Glenn Pomeroy
North Dakota Insurance Department
Commissioner
600 East Boulevard Dept. 401
Bismarck, ND 58505-0320

PROGRAM COORDINATOR Janis Cheney
600 E. Blvd., Dept. 401
Bismarck, ND 58505-0320
Phone (701) 328-2977
Fax (701) 328-4880
E-mail jcheney@state.nd.us

PROGRAM SUMMARY The North Dakota Senior Health Insurance (SHIC) Program is administered by the state's Insurance Department. Staff consists of a Program Director and Program Assistant. The program has 70 trained counselors who are affiliated with over 30 sponsoring organizations (e.g. senior centers, hospitals, and nursing homes) in communities across the state. North Dakota's major promotional effort is a monthly mailing to licensed drivers turning 65 within four months. Between 350 to 400 packets of Medicare information are mailed to these pre-beneficiaries each month.

ADDITIONAL DATA Volunteer Counselors: 70
State Staff (Paid) PT/FT: 2 Part Time
Total Counties: 53
Number of Counties Served: 25
Number of local sponsoring organizations: 32

NORTH DAKOTA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Adams, Hettinger Counties	Eldercare	Contact: Nancy Secrest Hettinger, ND 58639	(701) 567-2622
Ashley	Ashley Medical Center	612 Center Avenue N Ashley, ND 58413	(701) 288-3433
Barnes County	South Central Senior Services	139 2nd Avenue SE Valley City, ND 58072	(701) 845-4300
Bismarck	Medcenter One Geriatrics Services/ Golden Link	300 North Seventh Street Bismarck, ND 58502	(701) 323-6011
Bismarck	St. Alexius Eldercare	900 East Broadway Bismarck, ND 58502	(701) 530-7389
Bowman, Slope Counties	Eldercare	Contact: Darlene Nelson Bowman, ND 58623	(701) 523-5956
Cando	Resthaven/Towner County Healthcare Center	701 11th Street Cando, ND 58323	(701) 968-3351
Carrington	Carrington Health Center	800 North 4th Street Carrington, ND 58421	(701) 652-3141

NORTH DAKOTA LOCAL SPONSORS

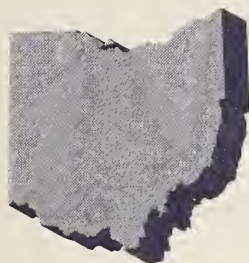
SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Devils Lake	Senior Meals and Services	202 4th Avenue Devils Lake, ND 58301	(701) 662-5530
Dickinson	St. Joseph's Hospital Home Health Services	30 West 7th Dickinson, ND 58601	(701) 225-7378
Dunn County	Eldercare	Contact: Linda Brown Dunn Center, ND 58626	(701) 548-8042
Fargo	Fargo Senior Commission	701 Main Avenue Fargo, ND 58103	(701) 293-1440
Foster County	South Central Senior Services	36 Central Avenue North Carrington, ND 58421	(701) 652-3257
Grand Forks	Greater Grand Forks Senior Citizens Association	620 4th Avenue South Grand Forks, ND 58201	(701) 772-7245
Grand Forks	Red River Valley Community Action	1013 North 5th Street Grand Forks, ND 58203	(701) 746-5431
Griggs County	South Central Senior Services	Contact: Irene Mark Cooperstown, ND 58428	(701) 797-3330

NORTH DAKOTA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Jamestown	Hi Acres Manor	1300 2nd Place NE Jamestown, ND 58401	(701) 252-5881
Kidder County	Kidder County Senior Services	200 1st Avenue NW Steele, ND 58482	(701) 475-2708
Killdeer	Hilltop Home	201 Hilltop Drive Killdeer, ND 58640	(701) 764-5682
LaMoure	South Central Senior Services	512 2nd Street NW LaMoure, ND 58458	(701) 883-5088
Logan County	South Central Senior Services	503 West Main Napoleon, ND 58561	(701) 754-2791
Mayville	Union Hospital	42 6th Avenue SE Mayville, ND 58257	(701) 786-3800
McKenzie County	Region I Senior Services	205 5th Street NW Watford City, ND 58854	(701) 842-3760
Minot	Commission on Aging	21 first Avenue SE Minot, ND 58701	(701) 852-0561

NORTH DAKOTA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
New Salem	Elm Crest Manor	100 Elm Avenue New Salem, ND 58563	(701) 843-7526
Richardton	Richardton Health Center	212 3rd Avenue West Richardton, ND 58652	(701) 974-3304
Stark County	Eldercare	1007 Enterprise Avenue Dickinson, ND 58602	(701) 227-1818
Stutsman County	James River Senior Citizens Center	502 10th Avenue SE Jamestown, ND 58402	(701) 252-2882
Wahpeton	Richland County Caregiver Exchange	418 2nd Avenue North Wahpeton, ND 58075	(701) 642-7821
Williams County	Region I Senior Services	18 Main Williston, ND 58801	(701) 572-6752
Williston	Mercy Medical Center	1301 15th Avenue West Williston, ND 58801	(701) 774-7445



OHIO

PROGRAM NAME	Ohio Senior Health Insurance Information Program (OSHIIP)
SHIP WEBSITE	www.state.oh.us/ins
BENEFICIARY CONTACT	Toll-Free (800) 686-1578 Toll n/a
ADMINISTRATIVE AGENCY	J. Lee Covington II Ohio Department of Insurance Director 2100 Stella Court Columbus, OH 43215
PROGRAM COORDINATOR	Gretchen Margraf 2100 Stella Court Columbus, OH 43215 Phone (614) 644-3399 Fax (614) 752-0740 E-mail gretchen.margraf@ins.state.oh.us

PROGRAM SUMMARY	The Ohio Senior Health Insurance Information Program (OSHIIP) is administered directly by the Ohio Department of Insurance (ODI). The program is centrally operated by a Program Director, hotline staff, and trainers. The program is supported throughout the State by volunteers. The local OSHIIP network is further supported by County Coordinators who are assigned specific counties. OSHIIP maintains a toll-free telephone system, a speakers bureau, and distributes 10 publications, six of which are also in Spanish and four of which are available in large print.
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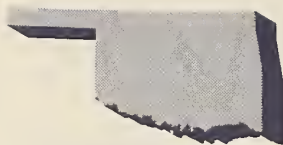
ADDITIONAL DATA	Volunteer Counselors: 1300 State Staff (Paid) PT/FT: 11 Full Time Total Counties: 88 Number of Counties Served: 88 Number of local sponsoring organizations: 12
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OHIO LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Butler, Warren, Clinton, Hamilton, Clermont Counties	Council on Aging of Southwestern Ohio	644 Linn Street Cincinnati, OH 45203	(800) 252-0155
Champaign, Clark, Darke, Greene, Logan, Montgomery, Miami, Preble, Shelby Counties	Area Agency on Aging	6 South Patterson Blvd. Suite 200 Dayton, OH 45402	(800) 258-7277
Allen, Auglaize, Hancock, Hardin, Mercer, Putnam, Van Wert Counties	Area Agency on Aging	892-A South Cable Road Lima, OH 48505	(800) 653-7723
Erie, Defiance, Fulton, Henry, Lucas, Paulding, Ottawa, Sandusky, Williams Counties	Area Agency on Aging of Northwestern Ohio Inc.	2155 Arlington Avenue Toledo, OH 43609	(800) 472-7277
Ashland, Crawford Huron, Knox, Marion Counties	Ohio District 5 Area Agency on Aging Inc.	780 Park Ave W. Mansfield, OH 44901	(800)860-5799
Delaware, Fairfield, Fayette, Franklin, Madison, Pickaway, Union Counties	Central Ohio Area Agency on Aging	174 E. Long Street Columbus, OH 43215	(800) 589-7277
Adams, Brown, Gallia, Highland, Jackson, Lawrence, Ross, Scioto, Pike, Vinton Counties	Area Agency on Aging District 7 Inc.	218 N. College Ave. Rio Grande, OH 45674	(800) 582-7277
Athens, Hocking, Meigs, Monroe, Morgan, Noble, Perry, Washington Counties	Area Agency on Aging	Route 1/Box 299D Marietta, OH 45750	(800) 833-0830

OHIO LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Belmont, Carroll, Coshocton, Guernsey, Harrison, Holmes, Jefferson, Muskingum, Tuscarawas Counties	Area Agency on Aging Region 9	60788 Southgate Road Byesville, OH 43723	(800) 932-7277
Cuyahoga, Geauga, Lake, Lorain, Medina Counties	Western Reserve Area Agency on Aging	925 Euclid Avenue #600 Cleveland, OH 44115	(800) 626-7277
Stark, Summit, Portage, Wayne Counties	Area Agency on Aging, 10B, Inc.	1550 Corporate Woods Parkway Suite 100 Uniontown, OH 44685	(800) 421-7277
Ashtabula, Columbiana, Mahoning, Trumbull Counties	District XI Area Agency on Aging	25 East Boardman St. Youngstown, OH 44503	(800) 686-7367



OKLAHOMA

SHIP PROFILE

PROGRAM NAME Senior Health Insurance Counseling Program (SHICP)

SHIP WEBSITE oid.state.ok.us

BENEFICIARY CONTACT Toll-Free (800) 763-2828
Toll (405) 521-6628

ADMINISTRATIVE AGENCY Carroll Fisher
Oklahoma Insurance Department
Commissioner
2401 N.W. 23, Suite 28
Oklahoma City, OK 73107

PROGRAM COORDINATOR Bill Smith
2401 N.W. 23rd, Suite 28
Oklahoma City, OK 73107
Phone (405) 521-6628
Fax (405) 522-4492
E-mail shicp@insurance.state.ok.us

PROGRAM SUMMARY Senior Health Insurance Counseling Program (SHICP) is administered through the Oklahoma Insurance Department (OID). SHICP is managed by 4 full-time and 1 part-time employees, including a director, two trainers, and administrative personnel. Volunteers are trained and supported by the OID staff. Local and toll-free telephone lines give beneficiaries access to SHICP throughout the State, and are a source of referral to volunteers when matters cannot be resolved over the phone.

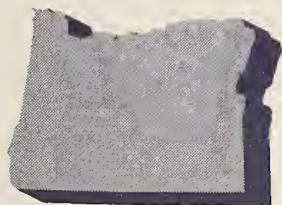
ADDITIONAL DATA Volunteer Counselors: 284
State Staff (Paid) PT/FT: 4 Full Time & 1 Part Time
Total Counties: 77
Number of Counties Served: 77
Number of local sponsoring organizations: 12

OKLAHOMA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Creek, Osage, Tulsa Counties	Hillcrest Center	8555 S. Lewis, #3A Tulsa, OK 74137	(918) 744-5595
Oklahoma, Canadian, Cleveland, Logan Counties	Third Age Life Center	5300 N. Independence Suite 210 Oklahoma City, OK 73112	(405) 949-4140
Craig, Delaware, Mayes, Nowata, Ottawa, Rogers, Washington Counties	Area Agency on Aging Grand Gateway	P.O. Drawer B Big Cabin, OK 74332	(918) 783-5793
Adair, Cherokee, Mcintosh, Muskogee, Okmulgee, Sequoyah, Wagoner Counties	Area Agency on Aging: EODD	1012 N. 38th Muskogee, OK 74402	(918) 682-7891
Choctaw, Haskell, Latimer, LeFlore, McCurtain, Pittsburg, Pushmataha Counties	Area Agency on Aging KEDDO	P.O. Box 638 Wilburton, OK 74578	(918) 465-2367
Atoka, Bryan, Carter, Coal, Garvin, Johnston, Love, Marshall, Murray, Pontotoc Counties	Area Agency on Aging SODA	301 W. Main, Ste. 328 Ardmore, OK 73401	(580) 226-2250
Hughes, Lincoln, Okfuskee, Pawnee, Payne, Pottawatomie, Seminole Counties	Area Agency on Aging COEDD	400 N. Bell Shawnee, OK 74801	(405) 273-6410
Creek, Osage, Tulsa Counties	Area Agency on Aging: Tulsa	110 S. Hartford Street Suite 111 Tulsa, OK 74120	(918) 596-7688

OKLAHOMA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Alfalfa, Blaine, Garfield, Grant, Kay, Kingfisher, Major, Noble Counties	Area Agency on Aging: NODA	2901 N. Van Buren Enid, OK 73703	(580) 237-2205
Oklahoma, Canadian, Cleveland, Logan Counties	Area Agency on Aging: Areawide Aging Agency	3200 N.W. 48, Ste. 104 Oklahoma City, OK 73112	(405) 942-8500
Caddo, Comanche, Cotton, Grady, Jefferson, McClain, Stephens, Tillman Counties	Area Agency on Aging: ASCOG	802 Main Street Duncan, OK 73533	(580) 252-0595
Beckham, Custer, Greer, Harmon, Kiowa, Jackson, Roger Mills, Washita Counties	Area Agency on Aging: SWODA	Building 420, Sooner Drive Burns Flat, OK 73624	(580) 562-4882
Beaver, Cimarron, Dewey, Ellis, Harper, Texas, Woods, Woodward Counties	Area Agency on Aging: OEDA	330 Douglas Ave. Beaver, OK 73932	(580) 625-4531



OREGON

PROGRAM NAME	Senior Health Insurance Benefits Assistance (SHIBA)
SHIP WEBSITE	www.cbs.state.or.us/ing
BENEFICIARY CONTACT	Toll-Free (800) 722-4131 Toll (503) 947-7984
ADMINISTRATIVE AGENCY	Joel Ario State of Oregon Deputy Insurance Commissioner 350 Winter Street NE, Room 440 Salem, OR 97301
PROGRAM COORDINATOR	Margaret Scott 350 Winter Street, NE #440 Salem, OR 97301 Phone (503) 947-7263 Fax (503) 378-4351 E-mail margaret.l.scott@state.or.us

PROGRAM SUMMARY	State Health Insurance Benefits Assistance Program (SHIBA) is housed in the Consumer Protection Section of the Oregon Insurance Division and is staffed by two Field Officers who coordinate program activities with local sponsors located throughout the State. Field Officers work with local sponsoring organizations to recruit, support and train volunteers, develop and implement training curriculum, and develop and distribute various publications. The Field Officers also work with the local sponsoring organizations to conduct various outreach initiatives including seminars and other presentations, and answer questions received over a toll-free telephone line maintained by the State. The Field Officers oversee local sponsor operations and coordinate with State management and HCFA. Significant activities include publication of Your Medicare Supplement Insurance and the Oregon Consumer Guide to Medicare Supplemental Insurance and Managed Care Organizations. SHIBA also coordinates with HCFA's contractors and other organizations to present seminars throughout the State.
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ADDITIONAL DATA	Volunteer Counselors: 211 State Staff (Paid) PT/FT: 2 Full Time Total Counties: 36 Number of Counties Served: 33 Number of local sponsoring organizations: 20
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OREGON LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Marion, Yamhill, Polk Counties	Mid-Willamette Valley Senior Services	3410 Cherry Ave NE Suite 240 Salem, OR 97303	(503) 304-3400
Clackamas County	Clackamas County Social SVCS/RSVP	18817 SE McLoughlin Blvd. Milwaukie, OR 97268	(503) 655-8846
Deschutes, Jefferson, Crook Counties	Central Oregon Council on Aging	2303 SW 1st Redmond, OR 97756	(541) 548-8817
Lane County	Senior Law Services	376 E. 11th St. Eugene, OR 97041	(541) 682-5318
Linn, Benton Counties	Linn/Benton County RSVP	6500 SW Pacific Hwy Albany, OR 97321	(541) 917-4476
Douglas County	Douglas County RSVP	621 West Madrone Roseburg, OR 97470	(541) 440-3640
Coos County	Retired Senior Volunteer Program	1988 Newark Ave. Coos Bay, OR 97420	(541) 888-7332
Josephine County	Josephine County RSVP	233 NE "C" St. Grants Pass, OR 97526	(541) 955-5547

OREGON LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Union, Baker, Wallowa Counties	Community Connection of Northeast Oregon	104 Elm La Grande, OR 97850	(541) 963-3186
Jackson County	Rogue Valley Manor Community Services	1700 Barnett Rd. Medford, OR 97504	(541) 779-5257
Lincoln County	Lincoln County RSVP	112 SE Douglas St. Newport, OR 97365	(541) 574-2684
Umatilla, Morrow Counties	CAPECO	721 SE 3rd St. Ste. D Pendleton, OR 97801	(541) 276-1926
Hood River, Wasco, Sherman, Gilliam, Wheeler Counties	Hood River Memorial Hospital Senior Resource	P.O. Box 149 Hood River, OR 97031	(541) 386-3911
Curry County	Curry County RSVP	P.O. Box 746 Gold Beach, OR 97444	(541) 469-6822
Tillamook County	Tillamook Hospital and North Coast Senior Services	1000 3rd St. Tillamook, OR 97141	(503) 815-2265
Washington County	Washington County Dept. of Aging	133 SE Second Ave. Hillsboro, OR 97123	(503) 640-3489

OREGON LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Multnomah County	Multnomah County Aging and Disability Services	421 SW 5th 3rd Fl. Portland, OR 97204	(503) 248-3620
Klamath, Lake Counties	Klamath Basin Senior Citizens Council	2045 Arthur Klamath Falls, OR 97601	(541) 883-7171
Clatsop County	North Coast Senior Services	278 Rowe Wheeler, OR 97147	(503) 368-4200
Hood River, Wasco, Sherman, Gilliam, Wheeler Counties	Hood River Senior Center	2010 Sterling Pl. Hood River, OR 97031	(541) 386-2060



PENNSYLVANIA

PROGRAM NAME	APPRISE
SHIP WEBSITE	Under Construction
BENEFICIARY CONTACT	Toll-Free (800) 783-7067 Toll n/a
ADMINISTRATIVE AGENCY	Richard Browdie Pennsylvania Department of Aging Secretary 555 Walnut Street, Fifth Floor Harrisburg, PA 17101-1919
PROGRAM COORDINATOR	Jack Vogelsong 555 Walnut St., 5th Floor Harrisburg, PA 17101-1919 Phone (717) 783-8975 Fax (717) 772-3382 E-mail jvogelsong@state.pa.us

PROGRAM SUMMARY

APPRISE is administered by the Division of Health and Consumer Education which is part of the State's Department of Aging. APPRISE is administered through three subcomponents, two of which oversee operations in Western and Eastern parts of the State, and includes coordination with local sponsorship in 52 Area Agencies on Aging located throughout the State. The third subcomponent operates a toll-free telephone system with call centers in 10 AAAs throughout the State. Training activities, development and distribution of resource materials, relationships with other key State agencies and organizations, and working with HCFA and its contractors, are coordinated at the State level. Counseling and assistance services are delivered to beneficiaries through the toll-free telephone system and directly at the AAAs. The telephone system offers language translation services and out of state access among its features. State grants to local sponsors fund a paid coordinator at each location and support other related SHIP activities. APPRISE has devoted significant energy in coordinating with large employers throughout the State which has enhanced information dissemination to beneficiaries as well as promote volunteer participation in the program.

ADDITIONAL DATA

Volunteer Counselors: 550
State Staff (Paid) PT/FT: 1 Full Time
Total Counties: 67
Number of Counties Served: 67
Number of local sponsoring organizations: 52

PENNSYLVANIA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Adams County	Adams County Office for Aging, Inc.	318 West Middle Street Gettysburg, PA 17325	(717) 334-9296
Allegheny County	Department of Aging	441 Smithfield St. Suite 300 Pittsburg, PA 15222	(800) 344-4319
Armstrong County	Armstrong County AAA	125 Queen Street Kittanning, PA 16201	(800) 368-1066
Beaver County	Beaver County Office on Aging	Stone Point Landing Suite 202 Beaver, PA 15009	(724) 728-7707
Berks County	Senior Citizens Centers	40 North 9th Street Reading, PA 19601	(610) 374-3195
Butler County	Butler County, 4 Area Agency on Aging	Ste. 101-111 Sunnyview Circle Butler, PA 16001	(724) 282-3008
Cambria County	Cambria County, Area Agency on Aging	P.O. Box 88 Ebensburg, PA 15931	(814) 472-5580

PENNSYLVANIA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Cameron, Elk, McKean Counties	Office of Human Service, Inc.	P.O. Box A Ridgeway, PA 15853	(814) 776-2191
Carbon County	Carbon County, Area Agency on Aging	1122 North Street Jim Thorpe, PA 18229	(570) 325-2726
Centre County	Centre County Office of Aging	420 Holmes Street Bellefonte, PA 16823	(814) 355-6716
Chester County	County of Chester Department of Aging Services	601 Westtown Rd. Suite 320 West Chester, PA 19382	(610) 344-6009
Clarion County	Clarion County, Area Agency on Aging	12 Grant Street Clarion, PA 16214	(814) 226-4640
Clearfield County	Clearfield County, Area Agency on Aging	103 North Front Street Clearfield, PA 16830	(814) 765-2696
Columbia/Montour County	Columbia/Montour Area Agency on Aging	702 Sawmill Road Bloomsburg, PA 17815	(570) 784-9272
Crawford County	Active Aging, Inc. (Crawford)	1034 Park Avenue Meadville, PA 16335	(814) 336-1792

PENNSYLVANIA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Cumberland County	Cumberland County Office of Aging	16 West High Street Carlisle, PA 17013	(717) 240-6110
Dauphin County	Dauphin County, Area Agency on Aging	25 South Front Street Harrisburg, PA 17101	(717) 255-2790
Delaware County	County of Delaware Services of the Aging	20 South 69th, 4th Floor Upper Darby, PA 19082	(610) 713-2175
Greater Erie Community Action Committee	Erie County Area Agency on Aging	18 West Ninth Street Erie, PA 16501	(814) 459-4581
Fayette, Greene, Washington Counties	Southwestern PA, Area Agency on Aging, Inc.	Eastgate 8 Monessen, PA 15062	(724) 684-9000
Franklin County	Franklin County Office for the Aging	218 North Second Street Chambersburg, PA 17201	(717) 263-2153
Huntingdon, Bedford, Fulton Counties	Huntingdon, Bedford, Fulton Area Agency on Aging	240 Wood Street Bedford, PA 15522	(814) 623-8149
Indiana County	Aging Services of Indiana County	1005 Oak Street Indiana, PA 15701	(724) 349-4500

PENNSYLVANIA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Jefferson County	Jefferson Co. Area Agency on Aging	186 Main Street Brookville, PA 16830	(814) 849-3096
Lackawanna County	RSVP of Lackawanna County	638 Spruce St., Ste. 420 Scranton, PA 18503	(570) 961-1234
Lancaster County	Lancaster County, Office of Aging	50 North Duke Street Lancaster, PA 17608	(717) 299-7979
Lawrence County	Lawrence County, Area Agency on Aging	155 W. Washington Street Newcastle, PA. 16101	(724) 658-5661
Lebanon County	Lebanon County, Area Agency on Aging	710 Maple Street Lebanon, PA 17046	(717) 273-9262
Lehigh, County	Lehigh County, Area Agency on Aging	17 South Seventh Street Allentown, PA 18105	(610) 782-3466
Luzerne, Wyoming Counties	Luzerne/Wyoming Counties Bureau for Aging	111 North Pennsylvania Blvd. Wilkes-Barre, PA 18701	(570) 822-1158
Lycoming, Clinton Counties	Lycoming/Clinton Bi-County Office of Aging	352 E. Water Street Lock Haven, PA 17745	(570) 748-8665

PENNSYLVANIA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Mercer County	Mercer County, Area Agency on Aging	133 North Pitt Street Mercer, PA 16137	(724) 662-6222
Mifflin, Juniata Counties	Mifflin/Juniata Area Agency on Aging, Inc.	One Buena Vista Circle Lewistown, PA 17044	(717) 242-0315
Monroe County	Monroe County Office on Aging	724 B. Philips St. East Stroudsburg, PA 18301	(570) 420-3735
Montgomery County	Retired Senior Volunteer Program	531 Plymouth Rd. #517 Plymouth Meeting, PA 19462	(610) 834-1040
Northampton County	Northampton County Area Agency on Aging	45 North 2nd Street Easton, PA 18042	(610) 559-3248
Northumberland County	Northumberland County Area Agency on Aging	RD 1 Box 943 Coal Township, PA 17866	(570) 644-4521
Perry County	Perry County Office on Aging	P.O. Box 725, Center Square New Bloomfield, PA 17068	(717) 582-2131
Philadelphia County	Philadelphia Corporation for Aging	642 North Broad Street Philadelphia, PA 19130	(215) 765-9000

PENNSYLVANIA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Pike County	Pike County Area Agency on Aging	10 Buist Road, Ste. 404 Milford, PA 18337	(570) 296-7813
Potter County	Potter County Area Agency on Aging	P.O. Box 241 Roulette, PA 16746	(814) 544-7315
Schuylkill County	Schuylkill Ministries	160 Red Horse Road Pottsville, PA 17901	(570) 621-7253
Somerset County	AAA of Somerset County	1338 South Edgewood Ave. Somerset, PA 15501	(814) 443-2681
Tioga, Bradford, Susquehanna, Sullivan Counties	AAA for Tioga/Bradford	220 Main Street Towand, PA 18848	(570) 265-6121
Union, Snyder Counties	Union/Snyder County Office of Aging	116 North Second Street Lewisburg, PA 17837	(570) 524-2100
Venango County	Venango County Area Agency on Aging	1283 Liberty Street Franklin, PA 16323	(814) 723-7751
Warren County	Experience, Inc-AAA	905 Fourth Avenue Warren, PA 16365	(814) 723-7751

PENNSYLVANIA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Wayne County	Area Agency on Aging	323 Tenth Street Honesdale, PA 18431	(570) 253-4262
Westmoreland County	RSVP Program	Armbrust Road Youngwood, PA 15697	(800) 262-2103
York County	York County Area Agency on Aging	141 West Market Street York, PA 17401	(717) 771-9610



PUERTO RICO

PROGRAM NAME State Health Insurance Assistance Program (SHIP)

SHIP WEBSITE n/a

BENEFICIARY CONTACT Toll-Free (877) 725-4300
Toll n/a

ADMINISTRATIVE AGENCY Ruby R. Ramirez
Governor's Office of Elderly Affairs
Executive Director
P.O. Box 50063
Old San Juan Station
San Juan, PR 00902

PROGRAM COORDINATOR Jose Gonzalez
Cobia's Plaza Building Umlevel, Stop 23,
Ponce Deleon Ave.
San Juan, PR 00902
Phone (787) 725-4300
Fax (787) 721-6510
E-mail jgonzalez@ogave.prstar.net

PROGRAM SUMMARY SHIP, administered by the Governor's Office of Elderly Affairs, works with Puerto Rico's 2 area agencies on aging (AAAs). Each AAA has a full time field coordinator overseen by a full time project director. One of the AAAs operates a toll-free telephone line attended by 2 part time counselors. An Interagency Task Force made up of representatives of public agencies serve as advisors and trainers. A mobile unit provides counseling to beneficiaries in remote rural areas.

ADDITIONAL DATA Volunteer Counselors: 2
State Staff (Paid) PT/FT: 2 Part Time
Total Counties: 78
Number of Counties Served: 78
Number of local sponsoring organizations: 15

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PUERTO RICO LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Island-wide	Palmetto, URB Munoz Rivera	53 Ave Esmeralda Guaynabo, PR 00969	(787) 782-0544
Island-wide	Seguro Social	FOB Oficina 751 Hato Rey, PR 00918	(787) 766-5194
Island-wide	Triples S	P.O. Box GE 71391 San Juan, PR 00936	(787) 749-4077
Island-wide	AARP	Apt. 506 Cond. Ponce de Leon Guaynabo, PR 00966	(787) 783-2412
Adjuntas, Aguada, Aguadilla, Aibonito, Añasco, Arroyo, Cabo, Rojo, Coamo, Guanica, Guayama, Guayanillas, Hormigueros, Jayuya, Juana, Díaz, Lajas, Las Marias, Maricao, Maunabo	Region II-Southern	P.O. Box 6276 Ponce, PR 00733	(800) 981-7735
Aguas Buenas, Arecibo, Barceloneta, Barranquitas, Bayamon, Caguas, Camuy, Canovanas, Carolina, Cataño, Cayey, Celba, Ciales, Cidra	Region I-Northern	4 Calle Dr. Ferrer (bajos) Bayamon, PR 00956	(800) 981-1615



RHODE ISLAND

SHIP PROFILE

PROGRAM NAME Senior Health Insurance Program (SHIP)

SHIP WEBSITE n/a

BENEFICIARY CONTACT Toll-Free (800) 322-2880
Toll n/a

ADMINISTRATIVE AGENCY Barbara A. Rayner
RI Department of Elderly Affairs
Director
160 Pine Street
Providence, RI 02903

PROGRAM COORDINATOR Will Speck
160 Pine Street
Providence, RI 02903
Phone (401) 222-2858 x232
Fax (401) 222-2130
E-mail will@dea.state.ri.us

PROGRAM SUMMARY Rhode Island's Senior Health Insurance Program (SHIP) is administered by the Information and Education Division of the State's Department of Elderly Affairs (DEA). SHIP is linked with DEA's Customer Information Center which offers information and referral services through a toll-free telephone line. SHIP works with 16 local sponsors, mostly senior centers. Significant SHIP projects include publication of the Rhode Island Guide to Buying Medicare Supplemental Insurance and Medicare Managed Care Plans, which is updated frequently throughout the year. SHIP also coordinates with the State's elderly housing resident services coordinators which has become a significant referral source.

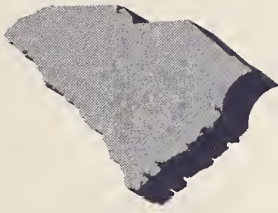
ADDITIONAL DATA Volunteer Counselors: 50
State Staff (Paid) PT/FT: 1.5 Full Time
Total Counties: 5
Number of Counties Served: 5
Number of local sponsoring organizations: 16

RHODE ISLAND LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Providence County	Lincoln Senior Center	40 Chapel St. Lincoln, RI 02865	(401) 724-2000
Washington County	North Kingstown Senior Center	10 Beach Street North Kingstown, RI 02852	(401) 295-0666
Providence County	Salvatore Mancini Center	2240 Mineral Spring Ave. North Providence, RI 02911	(401) 231-0742
Providence County	Leon Mathieu Senior Center	420 Main St. Pawtucket, RI 02860	(401) 728-0146
Newport County	Portsmouth Senior Center	110 Bristol Ferry Rd. Portsmouth, RI 02871	(401) 683-4106
Providence County	Da Vinci Center	470 Charles St. Providence, RI 02904	(401) 272-7474
Providence County	Westminster Senior Center	133 Mathewson St. Providence, RI 02907	(401) 274-6900
Washington County	Larry Tetreault Senior Center	25 St. Dominic Road South Kingstown, RI 02883	(401) 789-0268

RHODE ISLAND LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Providence County	East Providence Senior Center	610 Waterman Ave. East Providence, RI 02914	(401) 435-7800
Kent County	Warwick Senior Services	27 Pilgrim Parkway Warwick, RI 02886	(401) 463-3474
Providence County	St. Martin de Porres Senior Ctr.	160 Cranston St. Providence, RI 02903	(401) 274-6783
Kent County	Coventry Senior Center	50 Wood Street Coventry, RI 02816	(401) 822-9175
Providence County	Dora C. Howard Adult Day	735 Putnam Pike Smithfield, RI 02828	(401) 949-3890
Providence County	Cranston Senior Center	1070 Cranston St. Cranston, RI 02920	(401) 461-1000
Washington County	Westerly Senior Center	39 State Street Westerly, RI 02891	(401) 596-2404
Providence County	Woonsocket RSVP	84 Social St. Woonsocket, RI 02895	(401) 766-2300



SOUTH CAROLINA

PROGRAM NAME	I-Care Insurance Counseling Assistance and Referral for Elderly (I-CARE)
SHIP WEBSITE	n/a
BENEFICIARY CONTACT	Toll-Free (800) 868-9095 Toll (803) 898-2850
ADMINISTRATIVE AGENCY	J. Samuel Griswold Department of Health and Human Services Director 1801 Main Street Columbia, SC 29202-8206
PROGRAM COORDINATOR	Gloria McDonald 1801 Main Street Columbia, SC 29202-8206 Phone: (803) 898-2850 Fax: (803) 898-4513 E-mail: mcdong@dhhs.state.sc.us

PROGRAM SUMMARY	The Department of Health and Human Services in partnership with the Department of Insurance houses the Insurance Counseling Assistance and Referral for Elders (I-CARE) in South Carolina. Under the Bureau of Senior and Long Term Care Services, I-CARE staff includes 2 state program coordinators and a program assistant who operates the toll-free line. Ten regional directors in the Area Agencies on Aging (AAA) are responsible for managing the program that exists in 46 counties across the state. At the county level, local coordinators handle day-to-day operations and manage 434 volunteer counselors. I-CARE extends its reach through visits to homebound and disabled and by placing volunteers in congressional offices.
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ADDITIONAL DATA	Volunteer Counselors: 435 State Staff (Paid) PT/FT: 1 Full Time & 2 Temp. Total Counties: 46 Number of Counties Served: 46 Number of local sponsoring organizations: 10
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SOUTH CAROLINA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Anderson, Cherokee, Greenville, Oconee, Pickens, Spartanburg Counties	Anderson-Oconee Council on Aging	403 Jefferson Avenue Anderson, SC 29622	(864) 222-3370
Anderson, Cherokee, Greenville, Oconee, Pickens, Spartanburg Counties	Senior Centers of Cherokee County	499 W. Rutledge Ave. Gaffney, SC 29341	(864) 489-3868
Anderson, Cherokee, Greenville, Oconee, Pickens, Spartanburg Counties	Senior Action, Inc	402 East McBee Ave. Greenville, SC 29601	(864) 467-3668
Anderson, Cherokee, Greenville, Oconee, Pickens, Spartanburg Counties	Pickens County Seniors Unlimited	931 Anderson Drive Liberty, SC 29657	(864) 843-2275
Abbeville, Edgefield, Greenwood, Laurens, McCormick, Saluda Counties	Edgefield Senior Citizens Council	400 Church Street Edgefield, SC 29824	(803) 637-5326
Abbeville, Edgefield, Greenwood, Laurens, McCormick, Saluda Counties	Senior Options, Inc.	Route 3 Box 782 Clinton, SC 29325	(864) 938-0572
Abbeville, Edgefield, Greenwood, Laurens, McCormick, Saluda Counties	McCormick County Senior Center, Inc.	1300 South Main Street McCormick, SC 29835	(864) 465-2626
Abbeville, Edgefield, Greenwood, Laurens, McCormick, Saluda Counties	Saluda County Council on Aging	104 Church Street Saluda, SC 29138	(864) 445-2175

SOUTH CAROLINA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Chester, Lancaster, York, Union Counties	Senior Services Inc.	1197 Armory Road Chester, SC 29706	(803) 385-3838
Chester, Lancaster, York, Union Counties	Lancaster County Council on Aging	106 1/2 French Street Lancaster, SC 29721	(803) 285-6956
Chester, Lancaster, York, Union Counties	Union Council on Aging	237 N. Gadberry Street Union, SC 29379	(864) 429-1684
Chester, Lancaster, York, Union Counties	York County Council on Aging	150 Johnston Street Rock Hill, SC 29730	(803) 327-6694
Fairfield, Lexington, Newberry, Richland Counties	Senior Resources	2700 Middleburg Dr., Ste. 255 Columbia, SC 29204	(803) 252-7734
Fairfield, Lexington, Newberry, Richland Counties	Fairfield County Council on Aging	210 E. Washington Street Winnsboro, SC 29180	(803) 635-3015
Fairfield, Lexington, Newberry, Richland Counties	Richland County Capital Senior Center	1650 Park Circle Columbia, SC 29202	(803) 779-1971
Fairfield, Lexington, Newberry, Richland Counties	Newberry County Council on Aging	1300 Hunt Street Newberry, SC 29108	(803) 276-8266

SOUTH CAROLINA LOCAL SPONSORS

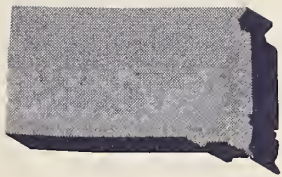
SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Aiken, Allendale, Bamberg, Barnwell, Calhoun, Orangeburg Counties	Aiken Council on Aging	150 Morgan St. NW Aiken, SC 29802	(803) 648-5447
Aiken, Allendale, Bamberg, Barnwell, Calhoun, Orangeburg Counties	Generations Unlimited	Highway 278 Barnwell, SC 29812	(803) 541-1249
Aiken, Allendale, Bamberg, Barnwell, Calhoun, Orangeburg Counties	Allendale County Council on Aging	917 Railroad Ave. Allendale, SC 29810	(803) 584-4350
Aiken, Allendale, Bamberg, Barnwell, Calhoun, Orangeburg Counties	Bamberg County Council on Aging	Log Branch Road Bamberg, SC 29003	(803) 245-3021
Aiken, Allendale, Bamberg, Barnwell, Calhoun, Orangeburg Counties	Calhoun County Council on Aging	112 Milligan Street St. Matthews, SC 29135	(803) 874-1270
Aiken, Allendale, Bamberg, Barnwell, Calhoun, Orangeburg Counties	Orangeburg County Council on Aging	2570 St. Matthews Road Orangeburg, SC 29116	(803) 531-4663
Clarendon, Kershaw, Lee, Sumter Counties	Clarendon County Council on Aging	206 Church Street Manning, SC 29102	(803) 435-8593
Clarendon, Kershaw, Lee, Sumter Counties	Lee County Council on Aging	104 E. Council Street Bishopville, SC 29010	(803) 484-6212

SOUTH CAROLINA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Clarendon, Kershaw, Lee, Sumter Counties	Kershaw County Council on Aging	906 Lyttleton Street Camden, SC 29020	(803) 432-8173
Clarendon, Kershaw, Lee, Sumter Counties	Santee Senior Services	120 E. Liberty Street Sumter, SC 29150	(803) 775-9013
Chesterfield, Darlington, Dillon, Florence, Marion, Marlboro Counties	CareSouth Carolina, Inc.	201 South 5th Street Hartsville, SC 29550	(843) 383-8632
Georgetown, Horry, Williamsburg Counties	Georgetown County Council on Aging	2104 Lincoln Street Georgetown, SC 29440	(843) 546-8539
Georgetown, Horry, Williamsburg Counties	Vital Aging	318 E. Main Street Kingstree, SC 29556	(843) 354-5496
Georgetown, Horry, Williamsburg Counties	Horry County Council on Aging	2213 N. Main Street Conway, SC 29526	(843) 248-9818
Berkeley, Charleston, Dorchester Counties	Berkeley Senior Citizens	103 Gulledge Street Moncks Corner, SC 29461	(843) 761-0390
Berkeley, Charleston, Dorchester Counties	Charleston Area Senior Citizens, Inc.	259 Meeting Street Charleston, SC 29401	(843) 722-3675

SOUTH CAROLINA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Berkeley, Charleston Counties	ElderLink, Incorporated Dorchester Counties	4500 Leads Ave., Ste. 210 Charleston, SC 29405	(843) 745-1710
Beaufort, Colleton, Hampton, Jasper Counties	Beaufort Council on Aging	1406 Paris Avenue Beaufort, SC 29902	(843) 726-5536
Beaufort, Colleton, Hampton, Jasper Counties	Colleton County Council on Aging	39 Senior Avenue Walterboro, SC 29488	(843) 549-7642
Beaufort, Colleton, Hampton, Jasper Counties	Hampton County Council on Aging	808 Pine Street Hampton, SC 29924	(843) 943-7555



SOUTH DAKOTA

PROGRAM NAME	Senior Health Information & Insurance Education (SHIINE)
SHIP WEBSITE	www.state.sd.us/social/ASA/SHIINE
BENEFICIARY CONTACT	Toll-Free (800) 822-8804 Toll (605) 773-3656
ADMINISTRATIVE AGENCY	Gail Ferris South Dakota Department of Social Services Administrator 700 Governors Drive Pierre, SD 57501-2291
PROGRAM COORDINATOR	Mike Parker 700 Governors Drive Pierre, SD 57501-2291 Phone (605) 773-3656 Fax (605) 773-6834 E-mail mikep@adds.state.sd.us

PROGRAM SUMMARY	The Senior Health Information and Insurance Education (SHIINE) program of South Dakota is located in the Department of Social Services, Adult Services and Aging office. SHIINE operates with 115 volunteers in three field offices, headed by the state director and two full-time coordinators. The Volunteer Information Center operates the in-state toll free line and makes referrals to SHIINE staff in the field offices. SHIINE's outreach includes broadcasting presentations on public access television and the Rural Development Telecom Network, as well as obtaining information from SSA to target potential dual eligible beneficiaries.
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ADDITIONAL DATA	Volunteer Counselors: 120 State Staff (Paid) PT/FT: 2 Full Time Total Counties: 66 Number of Counties Served: 66 Number of local sponsoring organizations: 2
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SOUTH DAKOTA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Statewide	East River Legal Services	335 N. Main Ave. #300 Sioux Falls, SD 57104	(605) 336-9230
Statewide	South Dakota Cooperative Extension Service	301 NFA Brookings, SD 57006	(605) 688-6360



TENNESSEE

PROGRAM NAME TN Association of Legal Services (TALS)

SHIP WEBSITE n/a

BENEFICIARY CONTACT Toll-Free (800) 525-2816
Toll (615) 741-4955

ADMINISTRATIVE AGENCY James S. Whaley
Tennessee Commission on Aging
Executive Director
500 Deaderick Street, 9th Floor
Nashville, TN 37243-0860

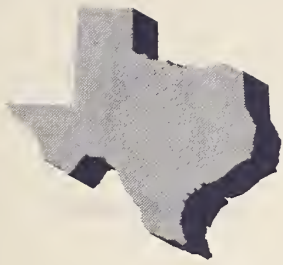
PROGRAM COORDINATOR Patti George
211 Union, #833
Nashville, TN 37201
Phone (615) 242-0438
Fax (615) 244-4920
E-mail pgeorge@tals.org

PROGRAM SUMMARY The State Health Insurance Assistance Program in Tennessee is operated through the TN Association of Legal Services (TALS), a private, non-profit organization that has existed for 25 years. Through a grant from the TN Commission on Aging, TALS subcontracts with 8 regional legal services offices throughout the state. The TN Department of Insurance Assistance Office for seniors operates a statewide toll free line with two staffers that refer calls to the local legal services offices. The local legal services projects rely on 25 volunteers, as well as 28 legal services staff members to provide counseling and assistance through the SHIP program. This network of local offices, volunteers and legal services staff are kept up to date through the "viTALS" newsletter, the Legal Services Guide to Medicare and Health Insurance, and regular trainings and communications from TALS. TALS extends its reach by training social workers and partnering with the Minority Applicant Pool System, public housing, food stamp programs, migrant worker programs, and minority churches. These partnerships and the location of several SHIP offices in rural areas enhance their efforts to reach under-served populations.

ADDITIONAL DATA Volunteer Counselors: 26
State Staff (Paid) PT/FT: 2 Full Time
Total Counties: 95
Number of Counties Served: 95
Number of local sponsoring organizations: 8

TENNESSEE LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Dyersburg, Huntington, Sclmer, Jackson	West TN Legal Services	P.O. Box 2066 Jackson, TN 38301	(901) 423-0616
Clarksville, Gallatin, Nashville	Legal Aid Society of Middle TN	211 Union Street, #800 Nashville, TN 37201	(615) 244-6610
Cookeville Oakridge	Rural Legal Services of TN	P.O. Box 5209 Oak Ridge, TN 37831	(423) 483-8454
Kingsport, Morristown, Johnson Cities	Legal Services of Upper East TN	P.O. Drawer 360 Johnson City, TN 37604	(423) 928-8311
Covington Memphis	Memphis Area Legal Services	109 N. Mid-America Mall, 3rd Memphis, TN 38103	(901) 523-9922
Tullahoma, Columbia	Legal Services of South Central TN	P.O. Box 1256 Columbia, TN 38402	(931) 381-5533
Cleveland, Chattanooga	Southeast TN Legal Services	414 McCallie Avenue Chattanooga, TN 37402	(423) 756-4013
Knoxville	Knoxville Legal Aid Society	502 S. Gay St, Ste. 404 Knoxville, TN 37902	(423) 637-0484



TEXAS

PROGRAM NAME	Texas Health Information Counseling & Advocacy Program (HICAP)
SHIP WEBSITE	www.tdi.state.tx.us/consumer/hicap
BENEFICIARY CONTACT	Toll-Free (800) 252-9240 Toll n/a
ADMINISTRATIVE AGENCY	Mary Sapp Texas Department on Aging Director Box 12786 Austin, TX 78711
PROGRAM COORDINATOR	Ray Bryant 4900 N. Lamar Blvd. Austin, TX 78751 Phone (512) 424-6874 Fax (512) 424-6891 E-mail ray@tdoa.state.tx.us

PROGRAM SUMMARY	The Texas Health Information, Counseling and Advocacy Program (HICAP) currently has 449 staff and volunteer counselors working throughout the state in 28 Texas State Area Agencies on Aging. The Texas Department of Aging subcontracts with the Texas Department of Insurance for training, publications, and resource production, as well as technical insurance expertise. The Texas Young Lawyers Association works with HICAP to provide free advanced planning seminars held in conjunction with pro bono clinics.
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ADDITIONAL DATA	Volunteer Counselors: 349 State Staff (Paid) PT/FT: 17 Full Time & 98 Part Time Total Counties: 254 Number of Counties Served: 254 Number of local sponsoring organizations: 28
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TEXAS LOCAL SPONSORS

[1-800-252-9240 is used by anyone residing in Texas. Those out-of-state use numbers below.]

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Tarrant Counties	Tarrant County AAA	210 East Ninth Street Fort Worth, TX 76101	(817) 258-8081
Andrews, Borden, Crane, Dawson, Ector, Gaines, Glasscock, Howard, Loving, Martin, Midland, Pecos, Reeves, Terrell, Upton, Ward, Winkler Counties	Permian Basin AAA	2910 Laforce Blvd. Midland, TX 79711	(915) 563-1061
Bailey, Cochran, Crsoby, Dickens, Floyd, Gaza, Hale, Hockley, King, Lamb, Lubbock, Lynn, Motley, Terry, Yoakum Counties	South Plains AAA	1323 58th Street Lubbock, TX 79452	(806) 762-8721
Hardin, Jefferson, Orange Counties	Southeast Texas AAA	3501 Turtle Creek Dr., # 108 Nederalnd, TX 77627	(409) 727-2384
Brewster, Culberson, El Paso, Hudspeth, Jeff Davis, Presidio Counties	Rio Grande AAA	1100 N. Stanton, Ste. 610 El Paso, TX 79902	(915) 533-0998
Jim Hogg, Starr, Webb, Zapata Counties	South Texas AAA	1718 E. Calton Road Laredo, TX 78044	(956) 722-3995

TEXAS LOCAL SPONSORS

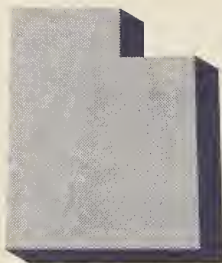
SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Armstrong, Briscoe, Carson, Castro, Childress, Collingsworth, Dallam, Deaf Smith, Donley, Gray, Hall, Hansford, Hartley, Hemphill, Hutchinson, Lipscomb, Moore Counties	Panhandle AAA	415 West 8th Amarillo, TX 79105	(806) 372-3381
Archer, Baylor, Clay, Cottle, Foard, Hardeman, Jack, Montague, Wichita, Wibarger, Young Counties	North Texas AAA	4309 Jacksboro Hwy. Wichita Falls, TX 76307	(940) 322-5281
Collin, Denton, Ellis, Erath, Hood, Johnson, Kaufman, Navarro, Palo Pinto, Parker, Rockwall, Somervell, Wise Counties	North Central Texas AAA	616 Six Flags Drive Suite 200 Arlington, TX 76005	(817) 695-9194
Cameron, Hidalgo, Willacy Counties	Lower Rio Grande Valley	311 N. 15th Street McAllen, TX 78501	(956) 682-3481
Cooke, Fannin, Grayson Counties	Texoma AAA	3201 Texoma Pky., Ste 220 Sherman, TX 75090	(903) 813-3581
Austin, Brazoria, Chambers, Colorado, Fort Bend, Galveston, Libery, Matagorda, Montgomery, Walker, Waller, Wharton Counties	Houston-Galveston AAA	3555 Timmons Ln., Ste. 500 Houston, TX 77227	(713) 627-3200

TEXAS LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Dimmit, Edwards, Kinney, LaSalle, Maverick, Real, Uvalde, Val Verde, Zavala Counties	Middle Rio Grande Valley AAA	307 W. Nopal Street Carrizo Springs, TX 78834	(830) 876-3533
Fisher, Haskell, Jones, Kent, Knox, Mitchell, Nolan, Runnels, Scurry, Shackelford, Stephens, Stonewall, Taylor, Throckmorton Counties	West Central Texas AAA	1025 East North 10th St. Abilene, TX 79604	(915) 672-8544
Harris County	Harris County AAA	8000 North Stadium Dr. 3rd Floor Houston, TX 77054	(713) 794-9001
Calhoun, DeWitt, Goliad, Gonzales, Jackson, Lavaca, Victoria Counties	Golden Crescent AAA	568 Big Bend Drive Victoria, TX 77902	(800) 574-9745
Anderson, Camp, Cherokee, Gregg, Harrison, Henderson Marion, Panola, Rains, Rusk, Smith, Upsur, VanZandt, Wood Counties	East Texas AAA	3800 Stone Rd. Kilgore, TX 75662	(903) 984-8641
Angelina, Houston, Jasper, Nacogdoches, Newton, Polk, Sabine, San Augustine, San Jacinto Shelby, Trinity, Tyler Counties	Deep East Texas AAA	274 East Lamar Jasper, TX 75951	(409) 384-5704

TEXAS LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Dallas County	Dallas County AAA	400 N. St Paul, Ste. 200 Dallas, TX 75201	(214) 871-5065
Coke, Concho, Creockette, Irion, Kimble, Mason, McCulloch, Menard, Reagan, Schleicher, Sterling, Sutton, Tom Gree Counties	Concho Valley AAA	4850 Knickerbocker Rd. San Angelo, TX 76906	(915) 944-9666
Aransas, Bee, Brooks, Duval, Jim Wells, Kennedy, Kleberg, Live Oak, McMullen, Nueces, Refugio, San Patricio Counties	Coastal Bend AAA	2910 Leopard Corpus Christi, TX 78469	(512) 883-5743
Bell, Coryell, Hamilton, Lampasas, Milam, Mills, San Saba Counties	Central Texas AAA	302 East Central Belton, TX 76513	(254) 939-1886
Bastrop, Blanco, Burnet, Caldwell, Fayette, Hays, Lee, Lano, Travis, Williamson Counties	Capital AAA	2512 South IH 35 Suite 340 Austin, TX 78704	(512) 916-6062



UTAH

SHIP PROFILE

PROGRAM NAME	Health Insurance Information Program (HIIP)
SHIP WEBSITE	n/a
BENEFICIARY CONTACT	Toll-Free (800) 541-7735 Toll (801) 538-3910
ADMINISTRATIVE AGENCY	Helen Goddard Division of Aging and Adult Service Director 120 North 200 West Salt Lake City, UT 84103
PROGRAM COORDINATOR	Sally Ann Brown 120 North 200 West Salt Lake City, UT 84103 Phone (801) 538-8250 Fax (801) 538-4395 E-mail hsadm2.sbrown@email.state.ut.us

PROGRAM SUMMARY	Utah's Health Insurance Information Program (HIIP) is under the Department of Human Services, Division of Aging and Adult Services. A state program coordinator oversees 12 local Area Agencies on Aging that manage the activities of 102 volunteers. HIIP services are accessed primarily via telephone. An in-state toll-free line automatically routes callers to the appropriate local office. Reaching isolated populations such as Native Americans has improved with the inclusion of tribal representatives in training of HIIP staff as well as a subcontract with the Public Health Department that has regular presence on the reservation. A brochure describing HIIP services has been produced, also in Spanish, and will be mailed with the Medicare Summary Notice to promote awareness of the program.
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ADDITIONAL DATA	Volunteer Counselors: 106 State Staff (Paid) PT/FT: .60 Full Time Total Counties: 29 Number of Counties Served: 29 Number of local sponsoring organizations: 12
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UTAH LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Box Elder, Cache, Rich Counties	Bear River Area Agency on Aging	170 North Main Logan, UT 84321	(435) 752-7242
Morgan, Weber Counties	Weber Human Services	2650 Lincoln Ave. Ogden, UT 84401	(801) 625-3656
Morgan, Weber Counties	Weber Area Agency on Aging	3564 Lincoln Ave., Ste. 6 Ogden, UT 84401	(801) 625-3770
Salt Lake County	Salt Lake County Aging Services	2001 South State #S1500 Salt Lake City, UT 84190	(801) 468-2480
Davis County	Davis County Council on Aging	28 East State Farmington, UT 84025	(801) 451-3377
Tooele County	Tooele Co. Div. of Aging and Adult Services	59 East Vine Street Tooele, UT 43588	(435) 882-2870
Summit, Utah, Wasatch Counties	Mountainland Dept. of Aging and Adult Services	586 East 800 North Orem, UT 84097	(801) 229-3800
Juab, Millard, Plute, Sanpete, Sevier, Wayne Counties	Six-County Area Agency on Aging	250 North Main, Rm. 5 Richfield, UT 84701	(435) 896-9222

UTAH LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Beaver, Garfield, Iron, Kane, Washington Counties	Five County Area Agency on Aging	906 North 1400 West St. George, UT 84771	(435) 673-3548
Daggett, Duchesne Counties	Uintah Basin Area Agency on Aging Services	855 East 200 North (112-3) Roosevelt, UT 84066	(435) 722-4518
Uintah Counties	Uintah County Area Agency on Aging	155 South 100 West Vernal, UT 84078	(435) 789-2169
San Juan County	San Juan County Area Agency on Aging	117 South Main Monticello, UT 84535	(435) 587-3225
Carbon, Emery, Grand Counties	Southeastern Utah Area Agency on Aging	375 South Carbon Ave. Price, UT 84501	(435) 637-4268



VERMONT

PROGRAM NAME	Health Information Counseling and Assistance Program (HICA)
SHIP WEBSITE	Under Construction
BENEFICIARY CONTACT	Toll-Free (800) 642-5119 Toll n/a
ADMINISTRATIVE AGENCY	Patrick Flood Vermont Department of Agency and Disabilities Commissioner 103 South Main Street Waterbury, VT 05671
PROGRAM COORDINATOR	Judith Crawford 1161 Portland Street St. Johnsbury, VT 05819 Phone (802) 748-5182 Fax (802) 748-6622 E-mail judithcrawford@usa.net

PROGRAM SUMMARY	Vermont's Health Insurance Counseling and Assistance (HICA) is under the Department of Aging and Disabilities with statewide coordination provided by the Area Agency on Aging (AAA) in the Northeastern region. The Northeastern AAA employs a full time coordinator responsible for subcontracts with five local AAAs which have part-time directors. Senior Helpline, a statewide toll-free line, directs callers to local Information and Assistance staff at the AAAs. The HICA uses several strategies to target specific groups including traveling to reach homebound or rural beneficiaries and translating materials for French speakers. Assistance to the disabled population is enhanced by HICA's collaboration with the VT Center for Independent Living. Local directors and volunteers are updated through interactive televised training, and a chat room is in the works to promote increased communications among directors.
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ADDITIONAL DATA	Volunteer Counselors: 68 State Staff (Paid) PT/FT: 1 Full Time Total Counties: 14 Number of Counties Served: 14 Number of local sponsoring organizations: 5
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VERMONT LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Rutland, Bennington Counties	Southwestern Vermont Council on Aging	1 Scale Ave., Unit 108 Springfield, VT 05156	(802) 786-5991
Windsor, Windham Counties	Council on Aging for Southeastern Vermont	56 Main Street, Ste. 304 Townshend, VT 05353	(802) 885-2655
Chittenden, Addison, Franklin, Grand, Isle Counties	Champlain Valley Agency on Aging	1 Mill Street, 3rd Floor Burlington, VT 05401	(802) 865-0360
Washington, Lamoille, Orange Counties	Central Vermont Council on Aging	30 Washington Street Barre, VT 05641	(802) 479-0531
Caledonia, Orleans, Essex Counties	Northeastern Vermont Area Agency on Aging	1161 Portland Street St. Johnsbury, VT 05819	(802) 748-5182



VIRGINIA

PROGRAM NAME	Virginia Insurance Counseling Assistance Project (VICAP)
SHIP WEBSITE	n/a
BENEFICIARY CONTACT	Toll-Free (800) 552-3402 Toll (804) 662-9333
ADMINISTRATIVE AGENCY	Ann Y. McGee, Ph.D. Commonwealth of Virginia Commissioner 1600 Forest Avenue, Suite 102 Richmond, VA 23229
PROGRAM COORDINATOR	Joe Guarino 1600 Forest Avenue, Suite 102 Richmond, VA 23229 Phone (804) 662-7048 Fax (804) 662-9354 E-mail jguarino@vdh.state.va.us

PROGRAM SUMMARY	SHIP services are provided through the Virginia Department for the Aging, which subcontracts with 24 local area agencies on aging (AAAs) to provide SHIP services in every community across the Commonwealth. A full-time state program coordinator oversees 24 local coordinators. Virginia's statewide SHIP Advisory Council, created when the SHIP was started in 1992, includes partner agencies, companies, volunteers and consumers. A coordinated referral system developed among partners provides beneficiaries more speedy and direct access to SHIP services.
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ADDITIONAL DATA	Volunteer Counselors: 221 State Staff (Paid) PT/FT: 1 Full Time Total Counties: 95 Number of Counties Served: 95 Number of local sponsoring organizations: 24
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VIRGINIA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Accomack, Northampton Counties	Eastern Shore Area Agency on Aging	49 Market St. Onancock, VA 23417	(800) 452-5977
Essex, Gloucester, King William, King & Queen, Lancaster, Mathews, Middlesex, Richmond, Westmoreland Counties	Chesapeake Bay Agency on Aging	P.O. Box 610 Urbanna, VA 23175	(804) 758-2386
Augusta, Bath, Highland, Rockbridge, Rockingham Counties	Valley Program for Aging Services, Inc.	P.O. Box 817 Waynesboro, VA 22980	(800) 868-8727
James City, York Counties	Peninsula Agency on Aging, Inc.	739 Thimble Shoals Blvd. Newport News, VA 23606	(757) 873-0541
Dinwiddie, Greensville, Prince George, Sussex Counties	Crater District Area Agency on Aging	23 Seyler Drive Petersburg, VA 23805	(804) 732-7020
Lee, Scott, Wise Counties	Mountain Empire Older Citizens, Inc.	P.O. Box 888 Big Stone Gap, VA 24219	(800) 252-6362
Buchanan, Dickenson, Russell, Tazewell Counties	Appalachian Agency for Senior Citizens, Inc.	P.O. Box 765 Cedar Bluff, VA 24609	(540) 964-4915

VIRGINIA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Bland, Carroll, Grayson, Smyth, Washington, Wythe Counties	District Three Senior Services	4453 Lee Highway Marion, VA 24354	(800) 541-0933
Allegheny, Botetourt, Craig, Roanoke Counties	LOA - Area Agency on Aging, Inc.	P.O. Box 14205 Roanoke, VA 24038	(540) 345-0451
Clarke, Frederick, Page, Shenandoah, Warren Counties	Shenandoah Area Agency on Aging, Inc.	207 Mosby Lane Front Royal, VA 22630	(800) 883-4122
City of Alexandria	Alexandria Agency on Aging	2525 Mount Vernon Ave. Unit 5 Alexandria, VA 22301	(703) 838-0920
Arlington County	Arlington Agency on Aging	1800 North Edison Street Arlington, VA 22207	(703) 228-5030
Fairfax County	Fairfax Area Agency on Aging	12011 Government Ctr. Suite 708 Fairfax, VA 22035	(703) 324-5411
Loudoun County	Loudoun County Area Agency on Aging	102 Heritage Way, NE Suite 102 Leesburg, VA 20177	(703) 770-0257
Amelia, Buckingham, Charlotte, Cumberland, Lunenburg, Nottoway, Prince Edward Counties	Piedmont Senior Resources Area Agency on Aging	P.O. Box 398 Burkeville, VA 23922	(804) 767-5588

VIRGINIA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Floyd, Giles, Montgomery, Pulaski Counties	New River Valley Agency on Aging	141 East Main Street Pulaski, VA 24301	(540) 980-7720
Isle of Wight, Southampton Counties	Senior Services of Southeastern Virginia	6340 Center Dr., Ste. 100 Norfolk, VA 23502	(757) 461-9481
Prince William County	Prince William Area Agency on Aging	7987 Ashton Ave, Ste. 231 Manassas, VA 22110	(703) 792-6400
Caroline, King George, Spotsylvania, Stafford Counties	Rappahannock Area Agency on Aging	11915 Main Street Fredericksburg, VA 22408	(800) 262-4012
Charles City, Chesterfield, Goochland, Hanover, Henrico, New Kent, Powhatan Counties	Capital Area Agency on Aging	24 East Cary Street Richmond, VA 23219	(800) 989-2286
Brunswick, Halifax, Mecklenburg Counties	Lake County Area Agency on Aging	1105 West Danville Street South Hill, VA 23970	(800) 252-4464
Franklin, Henry, Patrick, Pittsylvania Counties	Southern Area Agency on Aging	433 Commonwealth Blvd. Martinsville, VA 24112	(800) 468-4571
Amherst, Appomattox, Bedford, Campbell Counties	Central Virginia Area Agency on Aging, Inc.	3225 Old Forest Road Lynchburg, VA 24501	(804) 385-9070

VIRGINIA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Albemarle, Fluvanna, Greene, Louisa, Nelson Counties	Jefferson Area Board for Aging	674 Hillsdale Drive Charlottesville, VA 22901	(804) 978-3644
Culpeper, Fauquier, Madison, Orange, Rappahannock Counties	Rappahannock-Rapidan Community Service Bldg.	15361 Bradford Road Culpeper, VA 22701	(540) 825-3100

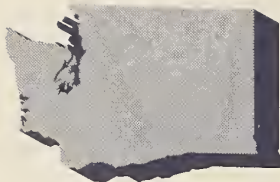


VIRGIN ISLANDS

PROGRAM NAME	Virgin Islands SHIP Program (VISHIP)
SHIP WEBSITE	n/a
BENEFICIARY CONTACT	Toll-Free n/a Toll (340) 778-6311 x2338
ADMINISTRATIVE AGENCY	Gerard L. James II Office of the Lieutenant Governor of the Virgin Islands 18 Kongens Gade St. Thomas, VI 00820-4421
PROGRAM COORDINATOR	Iris Bermudez 4007 Est. Diamond Ruby, Box 18 St. Thomas, VI 00820 Phone (340) 778-6311 x2338 Fax (340) 778-5500 E-mail vimednet@viaccess.net
PROGRAM SUMMARY	The Virgin Islands State Health Insurance Assistance Program is under the auspices of the Office of the Lieutenant Governor, who also serves as Commissioner of Insurance. A full time director oversees 6 part time senior volunteers on each of the 4 islands: St. Thomas, St. Croix, St. John and Water Island. The SHIP maintains 2 offices at major hospital facilities on St. Croix and St. Thomas where walk-in and telephone counseling is available in both English and Spanish.
ADDITIONAL DATA	Volunteer Counselors: 6 State Staff (Paid) PT/FT: none Total Counties: 3 Number of Counties Served: 3 Number of local sponsoring organizations: 2

VIRGIN ISLANDS LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
St. Croix	Gov. Juan F. Luis Hospital	Est. Diamond Ruby-1st Fl. U.S. Virgin Island 00820	(340) 772-7368
St. Thomas, St. John	Roy L. Schneider Hospital	Sugar Estate, St. Thomas 1st Fl. U.S. Virgin Island 00802	(340) 776-8311 x1005



WASHINGTON

SHIP PROFILE

PROGRAM NAME	Statewide Health Insurance Benefits Advisors (SHIBA) Helpline
SHIP WEBSITE	www.insurance.wa.gov
BENEFICIARY CONTACT	Toll-Free (800) 397-4422 Toll (360) 407-0838
ADMINISTRATIVE AGENCY	Joan R. Lewis Washington Office of Insurance Commissioner Director 4224 6th Ave. Bldg.4 or P.O. Box 40256 Olympia, WA 98504-0256
PROGRAM COORDINATOR	Joan R. Lewis 4224 6th Ave. Bldg.4 or P.O. Box 40256 Olympia, WA 98504-0256 Phone (206) 654-1833 Fax (206) 281-6847 E-mail joan1@oic.wa.gov

PROGRAM SUMMARY	Washington's Statewide Health Insurance Benefits Advisors (SHIBA) Helpline has been in existence for more than 20 years under the Department of Insurance. Its core staff includes a program director, 7 trainers, 2 case coordinators, 1 outreach coordinator, 1 public information officer, and 3 administrative personnel. Recent additions include a case coordinator who will direct two new case workers, a Spanish-speaker, and another who is proficient with Asian languages. SHIBA Helpline provides assistance to consumers through its local community presence, including 350 volunteers and 25 local sponsors. ATT Language Line allows SHIBA to provide assistance to a variety of consumers. SHIBA Helpline participates in several initiatives including Brown Bag Drug Interaction events in partnership with pharmacists and Senior Medicare Patrol Projects to prevent fraud and increase consumer advocacy.
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ADDITIONAL DATA	Volunteer Counselors: 400 State Staff (Paid) PT/FT: 13 Full Time Total Counties: 35 Number of Counties Served: 35 Number of local sponsoring organizations: 25
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WASHINGTON LOCAL SPONSORS

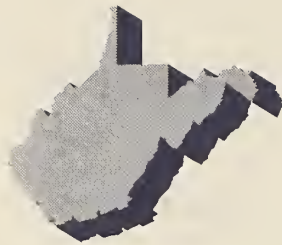
SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Benton, Franklin Counties	Retired Senior Volunteer Program	303 Columbia Center Kennewick, WA 99336	(509)735-6772
Chelan, Douglas, Okanogan Counties	RSVP of NCW (North Central WA)	1312-A Maple Street Wenatchee, WA 98801	(509) 662-3461
Clallam County	Senior Information & Assistance	328 E. 7th, Suite 201 Port Angeles, WA 98362	(800) 801-0070
Clark County	Luepke Center	1009 E. McLoughlin Ave. Vancouver, WA 98668	(360) 696-8221
Cowlitz, Wahkiakum Counties	Retired Senior Volunteer Program	1724 20th Avenue Longview, WA 98632	(360) 577-2389
Grant Adams, Lincoln Counties	RSVP of NCW (North Central WA)	414A Burress Moses Lake, WA 98837	(509) 766-6578
Grays Harbor, County	Retired Senior Volunteer Program	117 E. 3rd Aberdeen, WA 98520	(360) 533-9780
Island County	Senior Services of Island County	14594 SR 525 Langley, WA 98260	(800) 673-6981

WASHINGTON LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Jefferson County	Senior Information & Assistance	834 Sheridan Ave. Port Townsend, WA 98368	(800) 801-0050
King County	University of Washington	3903 Brooklyn Ave. NE Seattle, WA 98105	(206) 616-2435
Kittitas County	Retired Senior Volunteer Program	207 N. Pearl Ellensburg, WA 98926	(509) 962-4311
Kitsap County	Retired Senior Volunteer Program	830 Pacific Ave, Suite 101 Bremerton, WA 98337	(360) 377-5511
Pierce County	RSVP of Tacoma/Pierce	1235 S. Tacoma Way Tacoma, WA 98411	(253) 471-7790
Skagit County	Affiliated Health Services	1415 Kincaid Mount Vernon, WA 98273	(360) 428-2497
Snohomish County	Retired Senior Volunteer Program	8225 44th Ave. W Suite O Mukilteo, WA 98275	(425) 290-1276
Spokane County	Aging and LTC of EA Washington	1222 N Post Spokane, WA 99201	(509) 458-2509

WASHINGTON LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Stevens County	NE Rural Resources Development Council	320 North Main Colville, WA 99114	(800) 873-5889
Lewis, Mason, Thurston Counties	Choice Regional Health Network	P.O. Box 3466 Oly, WA 98509	(360) 705-5491
Walla Walla, Columbia Counties	Retired Senior Volunteer Program	310 W. Poplar 2nd Fl. Walla Walla, WA 99362	(509) 527-3278
Whatcom County	Community Outreach	600 Birchwood Bellingham, WA 98225	(360) 734-9210
Yakima County	Yakima Valley Community College	1113 S. 14th Ave Yakima, WA 98907	(509) 574-6858
Asotin, Garfield, Whitman, Pullman Counties	Retired Senior Volunteer Program	1424 Main Lewiston, WA 83501	(208) 746-7787
Anacortes, San Juan, Laconnor Counties	Skagit Co. Public Hospital Dist #2	1211 24th Street Anacortes, WA 98221	(360) 299-1300 x2410



WEST VIRGINIA

SHIP PROFILE

PROGRAM NAME	West Virginia Senior Health Insurance Network (SHINE)
SHIP WEBSITE	www.state.wv.us/seniorservices
BENEFICIARY CONTACT	Toll-Free (877) 987-4463 Toll (304) 558-3317
ADMINISTRATIVE AGENCY	Gaylene Miller West Virginia Bureau of Senior Services Commissioner 1900 Kanawha Blvd., East Bldg. #10 Charleston, WV 25305
PROGRAM COORDINATOR	Barbara Reynolds 1900 Kanawha Blvd., East Bldg. #10 Charleston, WV 25305 Phone (304) 558-3317 Fax (304) 558-5609 E-mail breynolds@boss.state.wv.us

PROGRAM SUMMARY	SHINE was created in 1992 and is administered by a state director at the West Virginia Bureau of Senior Services, the state unit on aging. The state director oversees a regional counselor/trainer in each of the state's 4 area agencies on aging, which in turn contract with 55 aging programs/senior centers in each county in their region. Starting in 2000, each region will have a dedicated toll-free line, building on a SHINE state-wide 800 number. SHINE has made targeted outreach to dual eligibles a priority, as 36% of those beneficiaries eligible for buy-in programs in West Virginia have not enrolled.
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ADDITIONAL DATA	Volunteer Counselors: 0 State Staff (Paid) PT/FT: 4 Part Time Total Counties: 55 Number of Counties Served: 55 Number of local sponsoring organizations: 55
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WEST VIRGINIA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Braxton, Clay, Fayette, Greenbrier, McDowell, Mercer, Monroe, Nicholas, Pocahontas, Raleigh, Summers, Webster, Wyoming Counties	Appalachian Area Agency on Aging	1612 N. Walker St., #301 Princeton, WV 24740	(800) 473-1207
Barbour County	Barbour County Senior Center, Inc.	PO Box 146 Philippi, WV 26416	(304) 457-4545
Berkeley County	Berkeley Senior Services	217 North High St. Martinsburg, WV 25401	(304) 263-8873
Boone County	Boone County Community Organization	P.O. Box 247 Madison, WV 25130	(304) 949-3673
Braxton County	Braxton County Senior Citizens Center, Inc.	P.O. Box 306 Gassaway, WV 26624	(304) 364-5604
Brooke County	Brooke County Committee on Aging	948 Main Street Follansbee, WV 26037	(304) 527-3410
Cabell County	Cabell County Community Services Organization, Inc.	724 10th Avenue Huntington, WV 26147	(304) 529-4952
Calhoun County	Calhoun County Committee on Aging, Inc.	P.O. Box 434 Grantsville, WV 26147	(304) 354-7822

WEST VIRGINIA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Clay County	Clay County	P.O. Box 455 Clay, WV 25043	(304) 587-2468
Doddridge Counties	Doddridge County Citizen, Inc.	403 West Main Street West Union, WV 26456	(304) 873-2061
Fayette County	Fayette County Aging Office	P.O. Box 770 Oak Hill, WV 25901	(304) 465-8484
Gilmer County	Council of Senior Citizens of Gilmer County, Inc.	302 East Main Street Glennville, WV 26351	(304) 462-5761
Grant County	Grant County Commission on Aging/Family Services	111 Virginia Ave. Petersburg, WV 26847	(304) 257-1666
Greenbrier County	Greenbrier County Committee on Aging	P.O. Box 556 Rupert, WV 25984	(304) 392-5138
Hampshire County	Hampshire County Committee on Aging	PO Box 41 Romney, WV 26757	(304) 822-4097
Hancock County	Committee for Hancock County Senior Citizens	803 North Chestnut St. New Cumberland, WV 26047	(304) 564-3801

WEST VIRGINIA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Hardy County	Hardy County Committee on Aging	P.O. Box 632 Moorefield, WV 26836	(304) 538-2030
Harrison County	Harrison County Senior	500 West Main Street Clarksburg, WV 26301	(304) 623-6795
Jackson County	Jackson County Commision on Aging, Inc.	P.O. Box 617 Ripley, WV 25271	(304) 372-2406
Jefferson County	Jefferson County Council on Aging	103 West 5th Avenue Ranson, WV 25438	(304) 725-4044
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Kanawha County	Kanawha Valley Senior Services	2428 Kanawha Blvd., East Charleston, WV 25311	(304) 348-0707
Lewis County	Lewis County Senior Citizens Center, Inc.	171 West 2nd Street Weston, WV 26454	(304) 269-5738
Lincoln County	Lincoln County Opportunity Company, Incorporated	360 Main Street Hamlin, WV 25601	(304) 824-3448

WEST VIRGINIA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Logan County	PRIDE in Logan County, Inc.	P.O. Box 1346 Logan, WV 25601	(304) 752-6868
Marion County	Marion County Senior Citizens, Inc.	105 Maplewood Drive Fairmont, WV 26554	(304) 366-8779
Marshall County	Marshall County Committee on Aging	805 5th Street Moundsville, WV 26041	(304) 845-8200
Mason County	Mason County Action Group, Inc.	101 2nd Street Point Pleasant, WV 25550	(304) 675-2369
McDowell County	McDowell County Commission on Aging	P.O. Box 773 Welch, WV 24801	(304) 436-6588
Mercer County	Mercer County Commission on Aging	P.O. Box 1507 Princeton, WV 24740	(304) 425-7111
Boone, Cabell, Jackson, Kanawha, Lincoln, Logan, Mason, Mingo, Putnam, Roane, Wayne Counties	Metro Area Agency on Aging	P.O. 518 Institute, WV 25112	(877) 379-3219
Mingo County	Mingo County Economic Opportunity Council, Inc.	P.O. Box 1406 Williamson, WV 25661	(304) 235-1701

WEST VIRGINIA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Monongalia County	The Senior Monongalians, Inc.	238 High Street Morgantown, WV 26505	(304) 296-9812
Monroe County	Monroe County Council on Aging	P.O. Box 149 Lindside, WV 24951	(304) 753-4384
Morgan County	Senior Life Services of Morgan County	404 South Green Street Berkeley Springs, WV 25411	(304) 258-3096
Nicholas County	Nicholas County Community Action	909 Broad Street Summersville, WV 26651	(304) 872-1162
Brooke, Calhoun, Doddridge, Gilmer, Hancock, Harrison, Marion, Marshall, Monongalia, Ohio, Pleasants, Ritchie, Tyler, Wetzell, Wirt, Wood Counties	Northwestern Area Agency on Aging	P.O. Box 2086 Wheeling, WV 26003	(800) 924-0088
Ohio County	Family Service-Upper Ohio Valley	51 11th Street Wheeling, WV 26003	(304) 232-6730
Pendleton County	Pendleton County Committee on Aging	P.O. Box 9 Franklin, WV 26807	(304) 358-2421
Pleasants County	Pleasants County Committee on Aging	P.O. Box 402 St. Marys, WV 26170	(304) 684-9243

WEST VIRGINIA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Pocahontas County	Pocahontas County Senior Programs	821 3rd Avenue Marlinton, WV 24954	(304) 799-6337
Preston County	Preston County Senior Citizens, Inc.	P.O. Box 10 Kingwood, WV 26537	(304) 329-0464
Putnam County	Putnam Aging Program Inc.	694 Winfield Road St. Albans, WV 25177	(304) 755-2385
Raleigh County	Raleigh County Commission on Aging	422 City Avenue Beckley, WV 25801	(304) 255-1397
Ritchie County	Council of Senior Tyler Coutians, Inc.	P.O. Box 68 Middlebourne, WV 26149	(304) 758-4919
Ritchie County	Ritchie County Integrated Family Services	S. Court St., & Edgeview Ln. Harrisville, WV 26362	(304) 643-4941
Roane County	Roane County Committee on Aging, Inc.	P.O. Box 725 Spencer, WV 25276	(304) 927-1997
Summers County	Summers County Senior Citizens, Inc.	20 East Main Street Grafton, WV 26354	(304) 265-4555

WEST VIRGINIA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Taylor County	Taylor County Senior Citizens, Inc.	20 East Main Street Grafton, WV 26354	(304) 265-4555
Tucker County	Tucker County Senior Citizens, Inc.	206 3rd Street Parson. WV 26287	(304) 478-2423
Tyler County	Council of Senior Tyler Countians, Inc.	P.O. Box 68 Middlebourne, WV 26149	(304) 758-4919
Barbour, Berkeley, Grant, Hampshire, Hardy, Jefferson, Lewis, Mineral, Morgan, Pendleton, Preston, Randolph, Taylor, Tucker, Upshur Counties	Upper Potomac Area Agency on Aging	Airport Road Petersburg, WV 26847	(877) 833-5084
Upshur County	Upshur County Senior Citizens Opportunity Center	26 North Kanawha Street Buckjannon, WV 26201	(304) 472-0528
Wayne County	Wayne County Community Services Organization, Inc.	707 Hendricks Street Wayne, WV 25570	(304) 272-5112
Webster County	Webster County Commission of Senior Citizens	148 Court Square Webster Springs, WV 26288	(304) 847-5252
Wetzel County	Wetzel County Committee on Aging	145 Paducah Drive New Martins, WV 26155	(304) 455-3220

WEST VIRGINIA LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Wirt County	Wirt County Committee on Aging Inc.	P.O. Box 370 Elizabeth, WV 26143	(304) 275-3158
Wood County	Wood County Senior Citizens Associations Inc.	925 Market Street Parkersburg, WV 26101	(304) 485-6248
Wyoming County	All Care Home and Community Services, Inc.	P.O. Box 130 Itmann, WV 24847	(304) 294-8800



WISCONSIN

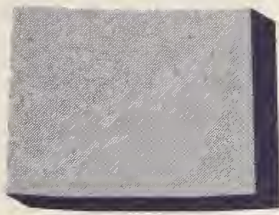
PROGRAM NAME	Medigap Helpline: Elderly Benefit Specialist Program (SHIP)
SHIP WEBSITE	www.dhfs.state.wi.us/aging/index.htm
BENEFICIARY CONTACT	Toll-Free (800) 242-1060 Toll (608) 266-8944
ADMINISTRATIVE AGENCY	Richard Lorang Wisconsin Department of Health and Family Services Deputy Secretary P.O. Box 7851 or 1 W. Wilson St., Rm. 450 Madison, WI 53707
PROGRAM COORDINATOR	Glenn Silverberg 1 W. Wilson St., Rm. 450 Madison, WI 53707 Phone (608) 267-3201 Fax (608) 267-3202 E-mail silvegj@dhfs.state.wi.us

PROGRAM SUMMARY	<p>Wisconsin's SHIP has 2 components: a Medigap Helpline, a toll-free line available nationwide operated by the Board on Aging & Long Term Care, and a Benefits Specialist Program, which falls under the Department of Health and Family Services. The Helpline is staffed by 3 full time counselors and an intake/referral specialist. The Benefits Specialist Program makes available trained staff in each of 72 counties and 11 Indian reservations; these staff are supervised by public interest law attorneys. The Benefits Specialist Program, which receives substantial funding from the state and Older Americans Act funds, has used HCFA funding to provide extensive education and direct services on health benefits to minority, low income, homebound, and facility-residing beneficiaries in Milwaukee County, where half of the staff is fluent in Spanish. Native American elderly and disabled beneficiaries are the focus of targeted outreach supervised by attorneys working for Wisconsin Judicare, a legal services agency. Supplemental funding has been directed to the Elder Law Center of the Coalition of Wisconsin Aging Groups to extend its outreach to 65 of Wisconsin's 72 counties, especially training agencies to assist seniors in accessing www.medicare.gov.</p>
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ADDITIONAL DATA	Volunteer Counselors: 0 State Staff (Paid) PT/FT: 2 Full Time Total Counties: 72 Number of Counties Served: 72 Number of local sponsoring organizations: 5
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WISCONSIN LOCAL SPONSORS

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Statewide	Medigap Helpline, Board on Aging & LTC	214 N. Hamilton Street Madison, WI 53703	(800) 242-1060
Milwaukee County	Milwaukee County Dept. on Aging	230 W. Wells St # 800 Milwaukee, WI 53203	(414) 278-1222
Wisconsin Judicare	Native American Elders Outreach & Education	300 Third St., Suite 210 Wausau, WI 54402	(800) 472-1638
All of Wisconsin except for Southeast	Elder Law Center of the Coalition of Wisconsin Aging Groups	2850 Dairy Drive, Ste. 210 Madison, WI 53718	(608) 224-0660
Southeastern Wisconsin	Southeastern Wisconsin Area Agency on Aging	125 Executive Dr., Ste. 102 Brookfield, WI 53005	(877) 333-0202



WYOMING

PROGRAM NAME	Wyoming Senior Health Insurance Information Program (WSHIIP)
SHIP WEBSITE	www.state.wy.us/~insurance
BENEFICIARY CONTACT	Toll-Free (800) 856-4398 Toll n/a
ADMINISTRATIVE AGENCY	John P. McBride State of Wyoming Insurance Commissioner 122 West 25th Street Cheyenne, WY 82002
PROGRAM COORDINATOR	Lloyd Wilder 122 W. 25th Street, Hershler, 3rd Floor East Cheyenne, WY 82002 Phone (307) 777-7401 Fax (307) 777-5895 E-mail lwilde@misc.state.wy.us

PROGRAM SUMMARY	The Wyoming Department of Insurance subcontracts with Wyoming Senior Citizens, Inc. to provide SHIP services through its Wyoming Senior Health Insurance Information Program. The program operates out of offices in Casper, Cheyenne, and Wheatland; a full time program manager is based in Riverton. Five volunteers work on the Wind River Indian Reservation located at Fort Washakie; 2 Hispanic volunteers serve Hispanic beneficiaries in Carbon and Albany Counties. The SHIP has collaborated with other members of the Joint Outreach Information Network to produce the Health Benefits Information & Resources Directory for distribution throughout the state. The SHIP activity supports Savings for Medicare beneficiaries initiative.
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ADDITIONAL DATA	Volunteer Counselors: 95 State Staff (Paid) PT/FT: 1 Full Time & 3 Part Time Total Counties: 23 Number of Counties Served: 23 Number of local sponsoring organizations: 1
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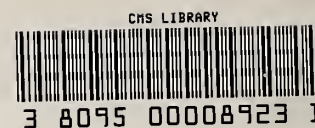
WYOMING LOCAL SPONSOR

SERVICE AREA	PROGRAM SPONSOR	ADDRESS	PHONE NUMBER
Statewide	Wyoming Seniors Citizen Incorporated	213 W. Main Riverton, WY 82501	(307) 856-6880



ONS Library
G2-07-13
TSCD Security Blvd
Baltimore, MD 21244

U.S. DEPARTMENT OF
HEALTH AND HUMAN SERVICES
HEALTH CARE FINANCING ADMINISTRATION
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Baltimore, Maryland 21244-1850



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